



Service description document: Fully Managed Enterprise Cloud

What the service is

This service includes fully managed compute and application hosting on our own award-winning multi-tenant cloud 'Digital Planet'. This service will allow you to lift and shift your existing workloads and infrastructure directly into our platform. Following migration into Digital Planet, your environment will be closely monitored and managed by our experienced and dedicated Managed Service Team.

What is Digital Planet?

Digital Planet is a cloud solution hosted on our multitenant cloud platform and offers many of the same benefits as public cloud platforms such as:

- Flexibility
- Scalability
- Resiliency
- Security
- Cost efficiency

Digital Planet is built on enterprise grade technology including HP, VMware, Cisco, Palo Alto, Veeam, Zerto, Cloudian, Citrix, F5, Microsoft and is highly secure and resilient by design.

Some of the core benefits of Digital Planet include:

- **99.99%** availability across all services
- Global reach with Data residency guaranteed
- Proactive **24/7** P1 Incident Response
- Dedicated Account Manager and Proactive Cloud team who know you and your business
- Full visibility and control via our Cloudstore self-service portal
- Multi-tenant and dedicated cloud options available

Some of the key design features of Digital Planet Include:

- **Security and Compliance:** Hosted in Tier 3 data centres with **ISO27001** certification, ensuring the highest levels of security and compliance
- **Scalability and Global Reach:** Benefit from our multi-region Tier 3 data centres, allowing you to start small and grow or deploy services globally at scale
- **Expert Support:** Access to a highly experienced Cloud Advisory, ensuring proactive engagement and regular reviews of your environment.

A painless transition to cloud hosting

For many organisations who want to transition from on-premise infrastructure to public cloud, there are a number of challenges. For example:

- On-premise infrastructure which has passed end-of-life does not align to a cloud-first Strategy
- Re-architecting on-prem workloads to take advantage of public cloud can be complicated and time-consuming
- Unsupported operating systems and legacy applications add a level of risk and complexity to migrating the workloads directly to public cloud

Digital planet supports a wide range of legacy applications and operating systems. This ensures compatibility with older technologies that may not be supported or compatible with public cloud platforms.

What is included?

Our award-winning managed cloud hosting service

We offer an award-winning end to end managed service that has been designed to release customers from the burden of managing infrastructure, platform or cloud services whilst offering flexibility, control and complete peace of mind.

Our Managed Service will provide comprehensive support for your new cloud estate and maintain the environment's performance, capacity and availability.

Our Cloud Expert Engineering service will provide you with priority access to a skilled team who will configure, test and deploy your new platform.

All Digital planet platform components and services are operated under the governance of **ISO20000** and **ISO27001** and are configured in alignment with industry best practice by our team.

We continually review our solutions to ensure they are configured for resilience with sufficient capacity to tolerate a component loss or to undertake regular maintenance without affecting production environments.

End-to-end management will be provided by our Cloud Operations team who will:

- Ensure SLAs are achieved
- Provide solution designs and technical guidance
- Provide product and service innovation guidance

To ensure quality of service, we will proactively monitor and manage the infrastructure's performance, availability, capacity and security. Management activities are carried out in a transparent, scheduled and documented manner. Our management methodology is also fully aligned to **ITIL** best practice.

Cloud support

We employ a **60**-strong specialist Cloud Support Team delivering fully manned **24x7** monitoring/support for Digital Planet.

They will:

- Respond to and resolve incidents and requests
- Constantly monitor and measure system performance
- Pre-emptively detect and resolve issues
- Carry out upgrades and system patching on direction of the Cloud Operations Team

Alerts with service-impacting potential are dealt with immediately according to strict escalation protocols, including escalation to subject matter experts and communication with the customer at a senior level within 15 minutes.

Our ability to meet the specified SLAs relating to computing platform hardware/software components is underpinned by the high level of Tier 1 vendor support we have available. We use the VMware VCPP program and have a datacentre care contract for all our HPE hardware that provides:

- A 4-hour (working hours) turnaround for hardware failures
- Proactive Monitoring of our hardware and virtualisation

Transition planning

Any services consumed through this offer will carry a transition charge, which can be called off from our SFIA rate card based on a time and materials basis.

To enable a quick and painless transition from on-premises infrastructure to cloud, our team will:

- Work closely with you to assess and mitigate where possible compatibility challenges
- Draw on decades of experience in migrating applications and workloads to the cloud to provide clear guidance and support throughout the transition process, ensuring the successful a successful adoption
- Lift and shift your existing workloads and infrastructure directly into our fully managed Digital Planet multi-tenant cloud platform, while maintaining full control and isolation of your workloads

A managed service that is fully tailored to your needs

Our fully managed cloud hosting service has been developed to enable a truly holistic and client centric approach to building a range of service components that are matched to provide a best-fit solution for your workflows, data, applications, end users needs and operations. The tables on the following pages include an itemised overview services available under our managed cloud hosting service.

This includes a catalogue of core and sub-services and options under the following main provisions:

- Compute as a Service
- Desktop as a Service
- Backup as a Service
- DR as a Service
- Firewall as a Service
- Internet as a Service
- External IP's
- Monitoring and Management
- Managed Anti-Virus
- Tier 0 - SSD Storage
- Tier 1 - SSD Storage
- Tier 2 - Storage
- Tier 3 - AO Storage
- S3 Object Storage
- Physical Hosting
- Cross Connect 1GB
- MFA
- Enterprise Load Balancer
- Web Application Firewall
- Intrusion Protection
- Ddos Protection
- URL Filtering
- Citrix NetScaler
- Windows Server OS
- SQL Server Standard
- SQL Sever Enterprise
- Cisco Nexus Core Switch
- Managed OS Patch Management
- SPLA Licensing

- Wan Router
- Patching of VM's
- SPLA licensing

Our service catalogue has been developed in order for you to select a stack of services to best suit your requirements.

Our itemised pricing and associated metrics are provided within our pricing card for this service. Units of measurement will be dependent on your individual/organisational requirements. Our team is happy to assist you with any clarifications or questions you may have with relation to service selection and determining the correct quantities of measurement based on your needs to determine accurate pricing.

Compute as a Service (CaaS) (catalogue of services available)

Service overview: This is for multitenant customers. It provides virtual servers, to an agreed specification of RAM, CPU and OS template, under the governance of ISO27001 and is operating system compatible only.

Service reference	Service function	Service features	Service constraints
DP01-A.1	Virtual Machine Provisioning	This service provides customers with virtual servers of an agreed specification	Within the limitations of VMware configuration maximums
DP01-A.2	Resilient Environmental Controls	Tier3 level datacentre facilities including 24x7 Resilient Cooling, Power with Backup Generators, Physical Security & access control, smoke and leak detection	N/A
DP01-A.3	Host Configuration	All host configuration changes e.g. approved firmware, security, hypervisor updates are managed via DP Change Control Process and performed by Digital Planet.	Our digital planet Change Control Policy applies for this service.
DP01-A.4	Virtual Machine Configuration	Assisted VM configuration changes e.g. CPU/RAM/ Disk etc. via Service Request.	Assisted VM configuration changes are limited to 1 per VM per month and are chargeable per change thereafter
DP01-A.5	Granular Compute Resources	Processing per vCPU, RAM per Gb	Limited to capacity agreed with customer, overall capacity can be increased by agreement with Account Manager.
DP01-A.6	VM OS Hardening	Appropriately configured local accounts, ACLs and passwords. Appropriately configured local policies. Patching and Service Packs	Chargeable work via Professional Services engagement
DP01-A.7	Reporting	Reporting on Compute SLA	Reports based on available metrics
DP01-A.8	Self-service VM Management	Self-service VM Management including out-of-band management via console, snapshot creation/deletion/revert, deploy from template, edit VM and add/remove resources.	Client management via our CMS Cloudstore. Access restricted to VMs only.

Desktop as a Service (DaaS) professional (Catalogue of services available)

Service overview: This service provides customers with a secure, stable and scalable virtual desktop environment which can be fully managed through a single self-service control panel. Standardised, pre-configured virtual desktop templates are deployed as needed and charged on a consumption basis.

Service reference	Service function	Service features	Service constraints
DP02-A.1	VDI Desktop	Non-persistent hosted Windows Server 2008 R2 / 2012/ 2016 with desktop OS experience	N/A
DP02-A.2	Networking	Delivered on a fully managed, secure and private network	N/A
DP02-A.3	Storage	Delivered on fully managed, secure shared storage	N/A
DP02-A.4	Account Management	Active Directory OU based domain account, customer's domain or Digital Planet's multi-tenant domain	N/A
DP02-A.5	AD domain integration	Integration of customer AD domain for Desktop as a Service authentication	Customer's domain controller must be hosted in Digital Planet
DP02-A.6	User Session Management Facility	Control panel access for monitoring, managing user sessions and desktop template upgrades\downgrades	N/A
DP02-A.7	Universal device support	Universal access from any Citrix Receiver compatible device/system	N/A
DP02-A.8	Desktop Template Design	OS template design and build including Windows OS configuration, printer, application, Anti-Virus	N/A
DP02-A.9	Desktop Template Configuration	Desktop template configuration changes (printer, application, OS etc.)	1 included assisted template change per month. Chargeable per assisted template configuration change thereafter. Self-service template changes are not chargeable. 10 business days' notice required for significant resource requirement changes.
DP02-A.10	Office Standard 2013/2016	Office Standard 2013/2016 installation	Chargeable

DP02-A.11	Office 365 integration	Office 365 integration	Customer's Office 365 accounts used for shared activation
DP02-A.12	FSLogix Office365 container	Enhanced end user experience for Office 365 Outlook and OneDrive users	Chargeable
DP02-A.13	Citrix ShareFile	Integrated secure enterprise file storage	Chargeable
DP02-A.14	Multi Factor Authentication	Provision of access control facility requiring users to successfully authenticate using combination of authentication methods e.g. hardware fob, soft clients, email and password to gain access to hosted desktop	Chargeable
DP02-A.15	SPLA licensing	Service provider license management for Windows OS, Citrix, VMWare, Veeam	Included
DP02-A.16	SPLA licensing	Service provider license management for additional applications	Available vendors include Microsoft, FSLogix
DP02-A.17	AntiVirus	Fully managed, antivirus solution including definition, reporting, quarantining and virus removal	N/A

Desktop as a Service (DaaS) premium (Catalogue of services available)

Service overview:			
Service reference	Service function	Service features	Service constraints
DP02-B.1	VDI Desktop	Persistent hosted Windows Server 2008 R2 / 2012/ 2016 with desktop OS experience	N/A
DP02-B.2	Networking	Delivered on a fully managed, secure and private network	N/A
DP02-B.3	Storage	Delivered on fully managed, secure shared storage	Included as standard: 35GB Local Storage, 20GB User Storage. Please see DP11 for further details
DP02-B.4	Account Management	Active Directory OU based domain account, customer's domain or Digital Planet's multi-tenant domain	N/A
DP02-B.5	AD domain integration	Integration of customer AD domain for Desktop as a Service authentication	Customer's domain controller must be hosted in Digital Planet
DP02-B.6	User Session Management Facility	Control panel access for monitoring, managing user sessions and desktop template upgrades\downgrades	N/A
DP02-B.7	Universal device support	Universal access from any Citrix Receiver compatible device/system	N/A
DP02-B.8	Desktop Template Design	OS template design and build including Windows OS configuration, printer, application, Anti-Virus	Chargeable
DP02-B.10	Desktop Template Configuration	Desktop template configuration changes (printer, application, OS etc.)	1 included assisted template change per month. Chargeable per assisted template configuration change thereafter. Self-service template changes are not chargeable. 10 business days' notice required for significant resource requirement changes.
DP02-B.11	Office Standard 2013/2016	Office Standard 2013/2016 installation	N/A

DP02-B.12	Office 365 integration	Office 365 integration	Customer's Office 365 accounts used for shared activation
DP02-B.13	Citrix ShareFile	Integrated secure enterprise file storage	N/A
DP02-B.14	Multi Factor Authentication	Provision of access control facility requiring users to successfully authenticate using combination of authentication methods e.g. hardware fob, soft clients, email and password to gain access to hosted desktop	N/A
DP02-B.15	SPLA licensing	Service provider license management for Windows OS, Citrix, VMWare, Veeam	N/A
DP02-B.16	SPLA licensing	Service provider license management for additional applications	Available vendors include Microsoft, FSLogix
DP02-B.17	AntiVirus	Fully managed, antivirus solution including definition, reporting & quarantining	N/A

Desktop as a Service (DaaS) standard (Catalogue of services available)

Service overview: This service provides customers with a secure, stable and scalable virtual desktop environment which can be fully managed through a single self-service control panel. Standardised, pre-configured virtual desktop templates are deployed as needed and charged on a consumption basis.

Service reference	Service function	Service features	Service constraints
DP02-C.1	VDI Desktop	Non-persistent hosted Windows Server 2008 R2 / 2012/ 2016 with desktop OS experience	Session host only
DP02-C.2	Networking	Delivered on a fully managed, secure and private network	N/A
DP02-C.3	Storage	Delivered on fully managed, secure shared storage	Please see DP11 for further details
DP02-C.4	Account Management	Active Directory OU based domain account, customer's domain or Digital Planet's multi-tenant domain	N/A
DP02-C.5	AD domain integration	Integration of customer AD domain for Desktop as a Service authentication	Customer's domain controller must be hosted in Digital Planet
DP02-C.6	User Session Management Facility	Control panel access for monitoring, managing user sessions and desktop template upgrades\downgrades	Chargeable
DP02-C.7	Universal device support	Universal access from any Citrix Receiver compatible device/system	N/A
DP02-C.8	Desktop Template Design	OS template design and build including Windows OS configuration, printer, application	N/A
DP02-C.9	Desktop Template Configuration	Desktop template configuration changes (printer, application, OS etc.)	1 included assisted template change per month. Chargeable per assisted template configuration change thereafter. Self-service template changes are not chargeable. 10 business days' notice required for significant resource requirement changes.
DP02-C.10	Office Standard 2013/2016	Office Standard 2013/2016 installation	Chargeable
DP02-C.11	Office 365 integration	Office 365 integration	Customer's Office 365 accounts used for shared activation

	FSLogix Office365 container	Enhanced end user experience for Office 365 Outlook and OneDrive users	N/A
DP02-C.12	Citrix ShareFile	Integrated secure enterprise file storage	N/A
DP02-C.13	Multi Factor Authentication	Provision of access control facility requiring users to successfully authenticate using combination of authentication methods e.g. hardware fob, soft clients, email and password to gain access to hosted desktop	N/A
DP02-C.14	SPLA licensing	Service provider license management for Windows OS, Citrix, VMWare, Veeam	N/A
DP02-C.15	SPLA licensing	Service provider license management for additional applications	Available vendors include Microsoft, FSLogix

Full server and file level managed backup (Catalogue of services available)

Service overview: This service provides customers with a full server or file-level backup and restore service for customer local devices the governance of ISO27001.

Service reference	Service function	Service features	Service constraints
DP03-A.1	Backup	Provides customer with a fully managed Remote backup solution including the software licensing	Limited to: File, System and Application-Level Backups
DP03-A.2	Management	Management of backup solution infrastructure, backup jobs, retention options and backup issue resolution	N/A
DP03-A.3	Deployment	Installation and configuration of backup software	Dependent on the number of physical locations and assets to be backed up.
DP03-A.4	Restore	Backup restore on request	1 request per month included in price, chargeable thereafter. Limited to file, application and system restores.
DP03-A.5	Data Retention	Data retention policy configured and managed as agreed	N/A
DP03-A.7	Encryption	Full data encryption on backups	256bit AES software encryption
DP03-A.8	Replication	Offsite replication of backup data to 2nd datacentre within same jurisdiction	Limited to existing customer disk retention policy
DP03-A.9	Backup System Testing	Quarterly system integrity testing of the eir evo backup solution – including full restore of eir evo sample file/image/application.	Reports available on request
DP03-A.10	Customer Backup Testing	Elective, scheduled restore to facilitate customer file level validation of data	One test included per quarter on request, chargeable thereafter. eir evo is not responsible for performing checks of customer data within restored files. Testing of customer data integrity to be carried out by customer. Requires advance scheduling.
DP03-A.11	Cloud Backup Infrastructure Monitoring	24x7 Monitoring & Alerting of Backup Infrastructure	This is limited to the infrastructure hosting within the eir evo data centres.
DP03-A.12	Backup Job Monitoring	24x7 Monitoring & Alerting of Backup Service (job success/failure)	Limited to: File, System and Application-Level Backups

Agentless, Agent-based, File, Image or Application-aware Backup and restore (Catalogue of services available)

Service overview: This service provides customers with an Agentless, Agent-based, File, Image or Application-aware Backup and restore solution for devices hosted in our cloud under the governance of ISO27001.

Service reference	Service function	Service features	Service constraints
DP03-B.1	Management	Hosted VM backup	Limited to 1 backup per day, chargeable thereafter. Maximum frequency hourly.
DP03-B.2	Deployment	Management of backup solution infrastructure, backup jobs, retention options and backup issue resolution	N/A
DP03-B.3	Backup	Installation and configuration of backup software	N/A
DP03-B.4	Restore	Application Aware Backup	Application Aware Backups require configuration in advance. A setup fee is chargeable based on level of complexity.
DP03-B.5	Restore	Image level restores	Limited to 1 request per server per month, otherwise chargeable
DP03-B.6	Retention	Application/Application-File Level Restore i.e. restore of application item such as Exchange email, calendar, SQL database etc.	Application Aware Backups require configuration in advance, which is chargeable. Limited to 1 per server per month, otherwise Chargeable
DP03-B.7	Long term Disk Retention	30-day data retention	30-day retention on disk
DP03-B.8	Encryption	Additional long term disk retention policy as agreed	
DP03-B.10	Storage	Full data encryption on backups	256bit AES software encryption
DP03-B.11	Replication	Provision of SAN storage, for use in the backup solution	N/A
DP03-B.12	Testing	Offsite replication of backup data to 2nd datacentre within same jurisdiction	Limited to existing customer disk retention policy
DP03-B.13	Testing	Quarterly system integrity testing of the eir evo backup solution – including full restore of eir evo sample file/image/application.	Reports available on request

DP03-B.14	Monitoring	Elective, scheduled restore to facilitate customer file level validation of data	One test per quarter on request, chargeable thereafter. eir evo is not responsible for performing checks of customer data within restored files. Testing of customer data integrity to be carried out by customer. Requires advance scheduling. A test consists of the following options: A VM, disk or a file restore of any hosted server.
DP03-B.15	Monitoring	24x7 Monitoring & Alerting of Backup Infrastructure	N/A
DP03-B.16	Reporting	24x7 Monitoring & Alerting of Backup Service (job success/failure)	N/A
DP03-B.17	Management	Regular reports of backup status	Limited to 1 backup per day, chargeable thereafter. Maximum frequency hourly.

Fully managed Veeam Cloud Connect Backup Target Repository (Catalogue of services available)

Service overview: This service provides customers with a fully managed Veeam Cloud Connect Backup Target Repository under the governance of ISO27001.

Service reference	Service function	Service features	Service constraints
DP03-C.1	Licencing	Veeam Cloud Connect Backup License	N/A
DP03-C.2	Storage	Provision of SAN storage, for use in the backup solution	N/A
DP03-C.3	Encryption	Full data encryption on backups	256bit AES software encryption

eir evo Protect for Office 365 (Catalogue of services available)

Service overview: The eir evo Protect for Office 365 Backup is a cloud-to-cloud backup service that eliminates the risk of losing access and control over your Office 365 data including Exchange Online, SharePoint Online OneDrive for Business and Microsoft Teams – so that your data is always protected, under the governance of ISO27001.

Service reference	Service function	Service features	Service constraints
DP03-E.1	Backup	Office 365 Backup per user to include: Exchange Online, SharePoint Online, OneDrive for Business and Microsoft Teams	Limited to 3 backups per day. In order to back up SharePoint, all SharePoint users must be licensed for Office 365 backup
DP03-E.2	Management	Management of backup solution infrastructure, backup jobs, retention options and backup issue resolution	N/A
DP03-E.3	Monitoring	24x7 Monitoring & Alerting of the Office 365 backup Infrastructure, including the self-service portal.	N/A
DP03-E.4	Monitoring	24x7 Monitoring & Alerting of Backup Jobs (Success/failure)	N/A
DP03-E.5	Configuration	Configuration of backup policies based on the customers' requirements	Limited to the scope of the contract
DP03-E.6	Restores Request Fulfilment	Object level restores	Limited to 1 supported request per user per month, otherwise chargeable. Unlimited restore requests via the self-service portal.
DP03-E.7	Restore Testing	Elective, scheduled restore of any Office365 object(s)	One test per quarter on request, chargeable thereafter. The restore request is limited to 10 objects or 10GB, whichever is greater. eir evo is not responsible for performing checks of customer data within restored files. Testing of customer data integrity to be carried out by customer. Requires advance scheduling.
DP03-E.8	Retention	Office 365 backups are retained for the length of the contract or unlimited retention.	An additional 30-day retention will be maintained, to allow for off-boarding

DP03-E.9	Encryption	Full 256bit AES software encryption on all backups	256bit AES software encryption
DP03-E.10	Data Redundancy	Redundant across at least 2 datacentre locations and a minimum of 3 storage nodes in each datacentre.	N/A
DP03-E.11	Reporting	Reports of backup status including restore points and retention per user	Available via the Cloud Management Portal Cloudstore

Fully managed replication to alternative environment in the event of a disaster. Includes infrastructure – VM Snapshot (Catalogue of services available)

Service overview: This service provides customers with fully managed replication to an alternative environment whereby in the event of a Disaster, client services can be failed over to the DR site. Includes infrastructure.

Service reference	Service function	Service features	Service constraints
DP05-A.1	Datacentre Facilities	This service provides customers with a Tier3+ Datacentre facility in a DR scenario	N/A
DP05-A.2	Connectivity Options	Options to connect client production and DR environments via layer 2 or layer 3 links	May be chargeable if supplied by eir evo via DP14
DP05-A.3	Shared Resources	Provision of shared managed compute (RAM, vCPU) & storage under the governance of ISO27001 for the duration of a DR event	via DP01, Chargeable at full production cost after 5 days via DP01. DP01 Performance SLA takes effect from this point
DP05-A.4	Bandwidth	Provision of high-speed managed internet connectivity under the governance of ISO27001 for the duration of a DR event	N/A
DP05-A.5	Firewall	Syncing of physical firewall rules to DR firewall where a virtual firewall is not available in production	Firewall rules to be provided at on-boarding and following any firewall rule changes in the production environment
DP05-A.6	Public IP	Assigning of new public Ip's to DR firewall for duration of contract	Public DNS management is outside the scope of this service unless fully outlined in advance by customer in Customer DR Runbook
DP05-A.7	Configuration	Configuration of firewall, networks, replication jobs and scope of DR VMs	Physical devices (excluding firewalls) are outside of scope of this service. Please talk to your Account Manager about virtual options.
DP05-A.8	Replication Traffic Encryption	2048-bit SSL encrypted t to cloud datacentre	N/A
DP05-A.9	Replication	VM level replication	N/A
DP05-A.10	DR Replication Monitoring	DR Replication Monitoring (Job success/failure or issues)	N/A

DP05-A.11	DR Event Management	DR invocation & support, standing up of in scope infrastructure in alternative environment, configuration of firewalls, networking & load-balancers.	Configuration per agreed process in Customer DR Runbook. Application configuration e.g. Exchange, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-A.12	Application Recovery & Additional Support	Application recovery in a DR Test or Live DR event e.g. Exchange, SQL, AD etc	Application recovery e.g. Exchange, SQL, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-A.13	Planned DR test	1 assisted planned DR test every 12 months, to be requested by the client	1 test, 2-man days per year. eir evo require 2 weeks' notice for an assisted, planned DR test.
DP05-A.14	Additional planned DR test	Additional assisted planned DR test, to be requested by the client	As above
DP05-A.15	Assisted failback service	Assisted failback service after DR invocation (in a live scenario - not test)	A suitable environment must be available. If the customer requires assistance building a replacement environment this would require a Professional Services engagement with Chargeable Project work to be scoped. For further information, please speak to your Account Manager.

Fully managed replication to alternative environment in the event of a disaster. Includes infrastructure – VM Block Based (Catalogue of services available)

Service overview: This service provides customers with fully managed replication to an alternative environment whereby in the event of a Disaster, client services can be failed over to the DR site. Includes infrastructure.

Service reference	Service function	Service features	Service constraints
DP05-B.1	Datacentre Facilities	This service provides customers with a Tier3+ Datacentre facility in a DR scenario	N/A
DP05-B.2	Connectivity Options	Options to connect client production and DR environments via layer 2 or layer 3 links	May be chargeable if supplied by eir evo via DP14
DP05-B.3	Shared Resources	Provision of shared managed compute (RAM, vCPU) & storage under the governance of ISO27001 for the duration of a DR event	via DP01
DP05-B.4	Bandwidth	Provision of high-speed managed internet connectivity under the governance of ISO27001 for the duration of a DR event	N/A
DP05-B.5	Firewall	Syncing of physical firewall rules to DR firewall where a virtual firewall is not available in production	Firewall rules to be provided at onboarding and following any firewall rule changes in the production environment.
DP05-B.6	Public IP	Assigning of new public ips to DR firewall for duration of contract	Public DNS management is outside the scope of this service unless fully outlined in advance by customer in Customer DR Runbook
DP05-B.7	Configuration	Configuration of firewall, networks, replication jobs and scope of DR VMs	Physical devices (excluding firewalls) are outside of scope of this service. Please talk to your Account Manager about virtual options.
DP05-B.8	Replication Traffic Encryption	2048-bit SSL encrypted t to cloud datacentre	N/A
DP05-B.9	Replication	VM block replication	N/A
DP05-B.10	DR Replication Monitoring	DR Replication Monitoring (Job success/failure or issues)	N/A

DP05-B.11	DR Event Management	DR invocation & support, standing up of in scope infrastructure in alternative environment, configuration of firewalls, networking & load-balancers.	Configuration per agreed process in Customer DR Runbook. Application configuration e.g. Exchange, AD etc out of scope of this service but may be covered by an additional Managed Service contract.
DP05-B.12	Planned DR test	1 assisted planned DR test every 12 months, to be requested by the client	1 test, 2-man days per year. eir evo require 2 weeks' notice for an assisted, planned DR test.
DP05-B.13	Additional planned DR test	Additional assisted planned DR test, to be requested by the client	As Above
DP05-B.14	Application Recovery & Additional Support	Application recovery in a DR Test or Live DR event e.g. Exchange, SQL, AD etc	Application recovery e.g. Exchange, SQL, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-B.15	Assisted failback service	Assisted failback service after DR invocation (in a live scenario - not test)	A suitable environment must be available. If the customer requires assistance building a replacement environment this would require a Professional Services engagement with Chargeable Project work to be scoped. For further information, please speak to your Account Manager.

Fully managed replication to alternative environment in the event of a disaster. Includes infrastructure – SAN Level (Catalogue of services available)

Service overview: This service provides customers with fully managed replication to an alternative environment whereby in the event of a Disaster, client services can be failed over to the DR site. Includes infrastructure.

Service reference	Service function	Service features	Service constraints
DP05-C.1	Datacentre Facilities	This service provides customers with a Tier3+ Datacentre facility in a DR scenario	N/A
DP05-C.2	Connectivity Options	Options to connect client production and DR environments via layer 2 or layer 3 links	May be chargeable if supplied by eir evo via DP14
DP05-C.3	Shared Resources	Provision of shared managed compute (RAM, vCPU) & storage under the governance of ISO27001 for the duration of a DR event	via DP01 Chargeable at full production cost after 4 weeks via DP01 Performance SLA takes effect from this point
DP05-C.4	Bandwidth	Provision of high-speed managed internet connectivity under the governance of ISO27001 for the duration of a DR event	N/A
DP05-C.5	Firewall	Syncing of physical firewall rules to DR firewall where a virtual firewall is not available in production	Firewall rules to be provided at onboarding and following any firewall rule changes in the production environment
DP05-C.6	Public IP	Assigning of new public IPs to DR firewall for duration of contract	Public DNS management is outside the scope of this service unless fully outlined in advance by customer in Customer DR Runbook
DP05-C.7	Configuration	Configuration of firewall, networks, replication jobs and scope of DR VMs	Physical devices (excluding firewalls) are outside of scope of this service. Please talk to your Account Manager about virtual options.
DP05-C.8	Replication Traffic Encryption	2048-bit SSL encrypted t to cloud datacentre	N/A
DP05-C.09	Replication	SAN level replication	N/A
DP05-C.10	DR Replication Monitoring	DR Replication Monitoring (Job success/failure or issues)	N/A

DP05-C.11	DR Event Management	DR invocation & support, standing up of in scope infrastructure in alternative environment, configuration of firewalls, networking & load-balancers.	Configuration per agreed process in Customer DR Runbook
			Application configuration e.g. Exchange, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-C.12	Planned DR test	1 assisted planned DR test every 12 months, to be requested by the client	1 test, 2-man days per year. eir evo require 2 weeks' notice for an assisted, planned DR test.
DP05-C.15	Additional planned DR test	Additional assisted planned DR test, to be requested by the client	As above
DP05-C.16	Application Recovery & Additional Support	Application recovery in a DR Test or Live DR event e.g. Exchange, SQL, AD etc	Application recovery e.g. Exchange, SQL, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-C.17	Assisted failback service	Assisted failback service after DR invocation (live scenario - not test)	A suitable environment must be available. If the customer requires assistance in building a replacement environment this would require a Professional Services engagement with Chargeable Project work to be scoped. For further information please speak to your Account Manager.

Fully managed replication to alternative environment in the event of a disaster. Includes infrastructure – VM Block Based (Catalogue of services available)

Service overview: This service provides customers with fully managed replication to an alternative environment whereby in the event of a Disaster, client services can be failed over to the DR site. Includes infrastructure.

Service reference	Service function	Service features	Service constraints
DP05-D.1	Datacentre Facilities	This service provides customers with a Tier3+ Datacentre facility in a DR scenario	N/A
DP05-D.2	Connectivity Options	Options to connect client production and DR environments via layer 2 or layer 3 links	May be chargeable if supplied by eir evo via DP14
DP05-D.3	Shared Resources	Provision of shared managed compute (RAM, vCPU) & storage under the governance of ISO27001 for the duration of a DR event	via DP01
DP05-D.4	Bandwidth	Provision of high-speed managed internet connectivity under the governance of ISO27001 for the duration of a DR event	N/A
DP05-D.5	Firewall	Syncing of physical firewall rules to DR firewall where a virtual firewall is not available in production	Firewall rules to be provided at onboarding and following any firewall rule changes in the production environment.
DP05-D.6	Public IP	Assigning of new public ips to DR firewall for duration of contract	Public DNS management is outside the scope of this service unless fully outlined in advance by customer in Customer DR Runbook
DP05-D.7	Configuration	Configuration of firewall, networks, replication jobs and scope of DR VMs	Physical devices (excluding firewalls) are outside of scope of this service. Please talk to your Account Manager about virtual options.
DP05-D.8	Replication Traffic Encryption	2048-bit SSL encrypted t to cloud datacentre	N/A
DP05-D.9	Replication	VM block replication	N/A
DP05-D.10	DR Replication Monitoring	DR Replication Monitoring (Job success/failure or issues)	N/A
DP05-D.11	DR Event Management	DR invocation & support, standing up of in scope infrastructure in alternative environment,	Configuration per agreed process in Customer DR Runbook

		configuration of firewalls, networking & load-balancers.	
			Application configuration e.g. Exchange, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-D.12	Planned DR test	1 assisted planned DR test every 12 months, to be requested by the client	1 test, 2-man days per year. eir evo require 2 weeks' notice for an assisted, planned DR test.
DP05-D.13	Additional planned DR test	Additional assisted planned DR test, to be requested by the client	As Above
DP05-D.14	Application Recovery & Additional Support	Application recovery in a DR Test or Live DR event e.g. Exchange, SQL, AD etc	Application recovery e.g. Exchange, SQL, AD etc out of scope of this service but may be covered by an additional Managed Service contract
DP05-D.15	Assisted failback service	Assisted failback service after DR invocation (in a live scenario - not test)	A suitable environment must be available. If the customer requires assistance building a replacement environment this would require a Professional Services engagement with Chargeable Project work to be scoped. For further information, please speak to your Account Manager.

Highly Available VMware NSX Edge firewall for IP traffic inspection and filtering – VM Block Based (Catalogue of services available)

Service overview: The service provides customers with a dedicated Highly Available VMware NSX Edge firewall for the purposes of IP traffic inspection and filtering.

Service reference	Service function	Service features	Service constraints
DP06-A.1	Firewall	Dedicated Virtual Firewall	None
DP06-A.2	Firewall IP Configuration	IP & NAT configuration	None
DP06-A.3	Public IP	Provide static public IPs to the firewall, in order to provide internet access, for duration of contract	One public IP included, chargeable thereafter. Public DNS management is outside the scope of this service
DP06-A.4	Access Control	Access List Configuration Management	None
DP06-A.5	Configuration Backups	Backup of all firewall configurations	Retained for 30-days
DP06-A.6	Firewall policy management	Policy change request	Maximum 5 per month, chargeable thereafter
DP06-A.7	Out of Hours	Out of hours change implementation	Scheduled in advance, based on engineer availability. 1 change per cluster included per month, chargeable thereafter
DP06-A.8	Emergency Service Request	Emergency out of hours Service Requests	Engineer will need charge approval before proceeding
DP06-A.9	Log\Event Archiving	Log/event archiving	None
DP06-A.10	Reporting	Performance and utilisation reporting	Provided on request (1 per month, chargeable thereafter)
DP06-A.11	High Availability	High Availability Cluster as a standard feature	None
DP06-A.14	VPN Configuration	VPN Configuration	via DP15

Virtual Cisco ASA for IP traffic inspection and filtering (Catalogue of services available)

Service overview: The service provides customers with a dedicated virtual Cisco ASA for the purposes of IP traffic inspection and filtering.			
Service reference	Service function	Service features	Service constraints
DP06-B.1	Firewall	Dedicated firewall context	None
DP06-B.2	Firewall IP Configuration	IP & NAT configuration	None
DP06-B.3	Public IP	Assigning of new public IPs to firewall for duration of contract	Chargeable. Public DNS management is outside the scope of this service
DP06-B.4	Access Control	Firewall and access list configuration	None
DP06-B.5	Configuration Backups	Backup of all firewall configurations	None
DP06-B.6	Firewall policy management	Policy changes request	Maximum 5 per month, chargeable thereafter
DP06-B.7	Out of Hours	Out of hours change implementation	Scheduled in advance, based on engineer availability. 1 change per cluster included per month, chargeable thereafter.
DP06-B.8	Emergency Service Request	Emergency out of hours Service Requests	Engineer will need charge approval before proceeding
DP06-B.9	Converged Networking	Log/event archiving	None
DP06-B.10	Reporting	Performance and utilisation reporting	Provided on request (1 per month, chargeable thereafter)
DP06-B.11	High Availability	High Availability Cluster as a standard feature	None
DP06-B.13	Intrusion Detection and Prevention	Provision of traffic inspection at L4-L7 for the purpose of intrusion detection and/or prevention. Intrusion Detection is an on-demand service run in real-time to provide detection of serious security incidents.	via DP19
DP06-B.15	VPN Configuration	VPN Configuration	via DP15

Palo Alto Firewall for IP traffic inspection and filtering (Catalogue of services available)

Service overview: The service provides customers with a dedicated Palo Alto Firewall for the purposes of IP traffic inspection and filtering.			
Service reference	Service function	Service features	Service constraints
DP06-C.1	Firewall	Dedicated Virtual Palo Alto Firewall	Limited to models listed on the Palo Alto VM Datasheet
DP06-C.2	Firewall IP Configuration	IP & NAT configuration	None
DP06-C.3	Public IP	Assigning of new public IPs to firewall for duration of contract	N/A
DP06-C.5	Configuration Backups	Backup of all firewall configurations	None
DP06-C.7	Out of Hours	Out of hours change implementation	Scheduled in advance, based on engineer availability. 1 change per cluster included per month, chargeable thereafter.
DP06-C.8	Emergency Service Request	Emergency out of hours Service Requests	Engineer will need charge approval before proceeding
DP06-C.10	Reporting	Performance and utilisation reporting	Provided on request (1 per month, chargeable thereafter)
DP06-C.11	High Availability	High Availability Cluster as a standard feature	None
DP06-C.12	High Availability	High Availability Management	
DP06-C.13	Intrusion Detection and Prevention	Provision of traffic inspection at L4-L7 for the purpose of intrusion detection and/or prevention. Intrusion Detection is an on-demand service run in real-time to provide detection of serious security incidents.	via DP19
DP06-C.14	URL Filtering		via DP21 - Palo Alto only
DP06-C.15	VPN Configuration	VPN Configuration	via DP15
DP06-C.16	Incident Management	Troubleshoot incidents	None
DP06-C.17	Problem Management	Resolved recurring incidents	None
DP06-C.18	Change Management	Fulfil customer change requests	None

Meshed bandwidth (Catalogue of services available)

Network failover and resiliency			
Service reference	Service function	Service features	Service constraints
DP07.B1	Resilient Connectivity	Resilient connectivity via multiple Tier 1 ISPs, with no single point of failure. Synchronous, uncontended bandwidth provided on a per Mbps basis	See fair usage policy
DP07.B2	Multi-Datacentre Failover	Additional last resort failover route via an alternate datacentre for further resilience	None
DP07.B3	Bandwidth Bursting	Availability of bandwidth bursting above contracted agreement	charging provided at the 95th percentile
DP07.B4	Optimised Routing	Internet Routing is managed to optimise connectivity, with low latency and high availability on routes	None
DP07.B5	Volumetric DDOS Protection	Generalised DDOS protection to filter volumetric based attacks	Limited availability (some DUB1 environments). Full DDoS service available via DP22.
DP07.B6	Public IP	Provision of Public IPs	N/A

Remote monitoring and management service (Catalogue of services available)

Service overview: This service provides customers with a remote monitoring and management service to provide real-time, in-depth view of customers' assets and identify and address any issues which may impact service.			
Service reference	Service function	Service features	Service constraints
DP08-A.1	Installation & Configuration	Alerting based on Monitoring policies applied	SNMP/SSH/WMI connectivity must be configured
DP08-A.2	Installation & Configuration	Installation and configuration of the monitoring tool to provide near real-time view of an environment's performance.	Configuration of monitoring and alerting must be signed off by the customer.
DP08-A.3	Remote Access	Provision of secure access to the client environment	Can be disabled upon request
DP08-A.4	Monitoring and Alerts	Monitoring of alerts that are raised by the customer's environment	DP infrastructure or service alerts will be action by DP. An eir evo Managed Service contract is required to action alerts generated within the OS and above, otherwise alerts will only be sent to customers to action.
DP08-A.5	URL monitoring	Monitoring of website or web application	Only monitors from within the datacentre
DP08-A.6	Incident Management	Action the alerts based on the customer's run book	Customer needs to provide a runbook of L1 basic actions for eir evo to follow, and incur potential additional resource costs
DP08-A.7	Reporting	Monthly reporting of the alerts generated, and machines being monitored	Specific reporting metrics can be agreed with the customer, based on metrics available.
DP08-A.8	On-site Monitoring	Monitoring the availability of the onsite monitoring server	Requires internet or VPN access to the monitoring system

DP08-A.9	Web Portal Access	Web Portal Access to view alert details for devices monitored	None
DP08-A.10	Custom Alerts	Configuration of Custom Alerts aligned to customer's requirements	Chargeable. Configuration of monitoring and alerting is based on available metrics and functionality of the Monitoring platform and must be signed off by the customer.

*Hosted 24*7 antivirus patching and alerting solution (Catalogue of services available)*

Service overview: This service provides customers with a hosted antivirus patching and alerting solution to deploy the latest antivirus versions and signatures to hosted customer servers, with 24*7 antivirus monitoring and alerting.			
Service reference	Service function	Service features	Service constraints
DP09-A.0	AV Solution	Hosted antivirus patching and alerting solution	Clients must have internet connectivity to AV central policy engine
DP09-A.1	Deployment of AntiVirus client software	Deployment and maintenance of AV client & feature set, policy domain container management	Standard configuration policy applies (AV, spyware & malware). Sufficient resources must be available on each client endpoint. Deployment by eir evo is limited to Windows OS, otherwise install link is provided.
			Sufficient resources must be available on each client endpoint. Deployment by eir evo is limited to Windows OS, otherwise install link is provided.
DP09-A.2	Deployment of AntiVirus definitions	Automatic deployment of antivirus signatures	Sufficient disk space must be available on each client endpoint
DP09-A.3	Health Check	Annual review of client versions and protected status of all nodes and recommended actions	None
DP09-A.4	Monitoring	24*7 monitoring of overall Digital Planet AntiVirus infrastructure health	None
DP09-A.5	Reporting	Reporting of VM Antivirus health including client version, definition version and online status	Reports configured at Onboarding on request and issued monthly to nominated contact

DP09-A.6	Troubleshooting of issues with definition updates/Definition management	Ensuring antivirus definitions are up to date, connectivity to repository is available and application is running as expected	DP will work with customer to resolve issues where a VM is not updating for more than 1 week. DP is not responsible for issues where a sufficient maintenance window is not provided for remedial actions such as a reboot, reinstallation etc. Troubleshooting related to non-Windows OS machines is not supported.
DP09-A.7	Alerting	Alerting of virus outbreaks where quarantining is not successful	Restricted to scheduled daily report in business hours. Where a virus is quarantined successfully no alert is issued.
DP09-A.8	Virus Quarantining	Quarantining of viruses	Investigation and/or removal of viruses is outside the scope of this service
DP09-A.9	Virus Removal	Removal of viruses	Chargeable. Digital Planet will provide limited assistance where required to remove a virus from a network isolated VM (action limited to running 3 rd party virus removal tools during business hours).

Shared disk storage (Catalogue of services available)

Service overview: This service provides customers with shared disk storage under the governance of ISO27001.			
Service reference	Service function	Service features	Service constraints
DP11-A.1	Storage Provision	This service provides customers with shared SAN storage, for use by virtual servers, physical servers and backups as agreed	Physical Servers will require compatible fibre cards
DP11-A.2	Auto Tiered Storage	Performance-driven automatic storage Tiering	SLA subject to fair usage policy of 400 IOPS per TB provisioned
DP11-A.3	Tier 0 Storage - SSD	Highest performing disk option	SLA subject to fair usage policy of 2000 IOPS per TB provisioned
DP11-A.4	Tier 1 Storage	Medium performing disk option	Subject to fair usage policy of 300 IOPS per TB provisioned
DP11-A.5	Tier 2 Storage	Low performing disk option	SLA subject to fair usage policy of 100 IOPS per TB provisioned
DP11-A.6	Archive Storage	Lowest performing disk option	SLA subject to fair usage policy of 40 IOPS per TB provisioned
DP11-A.7	Management of SAN Fabric	Management of SAN Fabric	Restricted to approved network vendors for private SAN
DP11-A.8	Monitoring	Monitoring of storage volume performance	None
DP11-A.9	Self-service web portal	Customer facility for VM storage management	Limited to pre-agreed storage policy. Policy can be changed via a Service Request. Please note changes to VM storage allocation will affect DP03 Backup storage consumption where this service is also contracted.

Tier 3 datacentre facilities for hosting physical devices (Catalogue of services available)

Service overview: This service provides customers with Tier 3 datacentre facilities including shared rackspace, power, cooling, connectivity, security and management for hosting customer's physical devices under the governance of ISO27001.

Service reference	Service function	Service features	Service constraints
DP12.1	Hosting Facilities	All systems will be maintained in a dedicated cage in a Tier 3 Datacentre	None
DP12.2	Out of Band Management	Redundant out of band infrastructure facilitating access to management console of all systems for remediation of any issues	None
DP12.3	Datacentre Hands and Eyes service	On-site assistance available for tasks and troubleshooting requiring physical presence in the datacentre	None

Managed connection between the customer site(s) and the hosted customer environment in our datacentre(s) (Catalogue of services available)

Service overview: This service provides customers with a managed connection between the customer site(s) and the hosted customer environment in our datacentre(s).

Service reference	Service function	Service features	Service constraints
DP14.1	End to End WAN Connection	Delivery of a managed WAN connection between a customer location and our datacentre(s)	Subject to service availability and completion of a site survey at customer location
DP14.2	Monitoring	Availability Monitoring	Customer must provide us with a customer-side IP address to be monitored
DP14.3	Cross Connect	Connectivity within the datacentre to terminate link	None

Facility to connect between customer on-premises networks and our cloud over a private connection (Catalogue of services available)

Service overview: This service provides customers the facility to connect between their on-premises networks and our cloud over a private connection. Connectivity can be from MPLS, P2P, VPN, datacentre Cross-Connect, Microsoft ExpressRoute, AWS Direct Connect and Equinix Cloud Connect.

Service reference	Service function	Service features	Service constraints
DP15-A.1	Access port configuration	Access port configuration	None
DP15-A.2	Physical Hosting	Physical hosting of customer/3rd party routers.	None
DP15-A.3	Transit network configuration	Liaising with 3 rd party provider(s) for transit network configuration	None
DP15-A.4	Cross Connect	Provision of datacentre Cross Connect to connect to 3 rd party carriers	None
DP15-A.5	Remote Access VPN	Provision and basic configuration of a dedicated Remote Access VPN for secure, remote connection to the specified environment.	None
DP15-A.6	Remote Access VPN	Integration with Active Directory for authentication and access control	Connectivity to Active Directory must be available
DP15-A.7	Remote Access VPN	Local account management, creation of authentication profile	None
DP15-A.8	Site to Site VPN	The provision of virtual private network facility to provide secure connectivity between customer on-premises networks and our cloud datacentre(s) utilizing internet bandwidth	Management limited to our cloud endpoint
DP15-A.9	Site to Site VPN	Customer self-service web portal	Limited to vShield Edge deployments
DP15-A.10	Multi Factor Authentication	2FA integration for authentication and access control	via DP16
DP15-A.11	Port\VPN Monitoring	Availability Monitoring of VPN connection	None

Access control facility – Token-less (Catalogue of services available)

Service overview: This service provides customers with an access control facility requiring combined authentication methods.			
Service reference	Service function	Service features	Service constraints
DP16-A.1	Multi Factor Authentication	Provision of access control facility using mobile phone-based token-less 2FA	None
DP16-A.2	Multi Factor Authentication	Integration with Active Directory	Requires network access for LDAP/Radius

Access control facility – Certificate-based (Catalogue of services available)

Service overview: This service provides customers with an access control facility requiring combined authentication methods.			
Service reference	Service function	Service features	Service constraints
DP16-B.1	Multi Factor Authentication	Provision of access control facility requiring certificate-based authentication method	None
DP16-B.2	Multi Factor Authentication	Integration with Active Directory	Requires network access for LDAP/Radius

High availability load balancing (Catalogue of services available)

Service overview: This service provides customers with high availability load balancing to distribute network or application traffic across a number of servers. ***

Service reference	Service function	Service features	Service constraints
DP17-A.1	High Available Load Balancing	High Available Load Balancing capability	None
DP17-A.2	Certificate installation	Installation of SSL certs supplied	Customer must provide valid certificate for use with their domain.
DP17-A.3	Standard Load Balancing Configuration	Server creation, service binding and configuration verification	Maximum 1 per month, otherwise chargeable.
DP17-A.4	SSL Offload	Offload CPU intensive SSL encryption/decryption tasks from backend servers to the Load Balancer	Maximum 1 per month, otherwise chargeable.
DP17-A.5	Content Switching	Distribute client requests across multiple servers based on content type	None
DP17-A.6	Session Persistence	Ensures user sessions are handled by the same server from start to finish	None

Security for web applications (Catalogue of services available)

Service overview: This service provides customers with additional levels of security for web applications through heuristics and signature-based intrusion detection and the ability to limit access based on URL definition.

Service reference	Service function	Service features	Service constraints
DP18-A.1	Web traffic inspection	Standard web traffic inspection	None
DP18-A.2	Traffic Management	Configuration of application-based rules to handle traffic	Maximum 1 per month, otherwise chargeable.
DP18-A.3	URL definition	Configuration of URL rules and filtering	Maximum 1 per month, otherwise chargeable.
DP18-A.4	Logging and Alerting	Configuration of logs and alerting	None

Traffic inspection at L4-L7 for the purpose of intrusion detection and/or prevention (Catalogue of services available)

Service overview: This service provides customers with traffic inspection at L4-L7 for the purpose of intrusion detection and/or prevention.

Service reference	Service function	Service features	Service constraints
DP19-A.1	Provision	Provision of L4-L7 traffic inspection	
DP19-A.2	Configuration	Configuration of traffic inspection policies	Maximum 1 per month, otherwise chargeable.
DP19-A.3	Monitoring	Monitor network and systems to detect malicious activity	None
DP19-A.4	Logs and Alerting	Configuration of logs and alerting	Customer is responsible for ensuring emails are being received by the appropriate recipient
DP19-A.5	Incident Investigation	Incident Management is not available through Digital Planet	Customer is responsible for security incident investigation as this is outside the scope of the service.
DP19-A.6	Intrusion Prevention	Monitor network and systems to prevent malicious activity	Outside the scope of the service

Local DDoS protection (Catalogue of services available)

Service overview: This service provides customers with local DDoS protection utilizing a cloud scrubbing centre as backup and additional bandwidth bursting capacity to ensure maximum availability of systems in the event of a DDoS attack.

Service reference	Service function	Service features	Service constraints
DP20-A.1	Advanced DDoS protection	Real-time traffic scanning with scrubbing centre redirection, configured per customer	None
DP20-A.2	Volumetric DDOS Protection	Generalised DDOS protection to filter volumetric based attacks	None
DP20-A.3	Bandwidth Bursting	Additional bandwidth capacity for temporary bursting in the event of an attack	Subject to available capacity

Cloud-based URL-filtering (Catalogue of services available)

Service overview: Provision of cloud-based URL-filtering with categorisation engine and configuration and administration tools.

Service reference	Service function	Service features	Service constraints
DP21-A.1		Provision of URL filtering with categorisation, quotas and soft blocking	N/A
DP21-A.2	Reporting & Analysis	Reporting & Analysis	None
DP21-A.3	Whitelist/blacklist creation	Whitelist/blacklist creation	Maximum 1 per month, otherwise chargeable.
DP21-A.4	AD Integration	AD Integration	None

Licensed Microsoft products (Catalogue of services available)

Service overview: The provision of a range of licenced Microsoft products charged on monthly consumption basis.			
Service reference	Service function	Service features	Service constraints
DP22-A.1	Licensing	A range of Microsoft products is available through SPLA – see LINK	N/A
DP22-A.3	Provision of software installation media	Provision of the installation materials for application install	Installation and configuration of applications is outside of the scope of this service
DP22-A.4	Provision of OS template	Preconfigured, licensed server OS virtual machine template for deployment	VM deployment is outside of the scope of this service
DP22-A.5	License Utilisation Reporting	Generation of quarterly license utilisation reports for each customer under the SPLA agreement	N/A
DP22-A.6	License Usage Monitoring	Installation of Audit software (Octopus SPLA) in customer environment for the collection of Microsoft specific licensing usage.	Usage monitoring software must have the required admin rights on customers Microsoft servers to collect product licensing information.

Other licensed products (Catalogue of services available)

Service overview: This service provides customers with high available load balancing to distribute network or application traffic across a number of servers.

Service reference	Service function	Service features	Service constraints
DP22-B.1	Licensing	A range of Microsoft products is available through SPLA – see LINK	N/A
DP22-B.2	Provision of software installation media	Provision of the installation materials for application install	Installation and configuration of applications is outside of the scope of this service
DP22-B.3	Provision of OS template	Preconfigured, licensed server OS virtual machine template for deployment	VM deployment is outside of the scope of this service
DP22-B.4	License Utilisation Reporting	Generation of quarterly license utilisation reports for each customer under the license agreement	N/A
DP22-B.5	Licensing Usage Monitoring	License Usage Monitoring is performed in accordance with vendor guidelines	N/A

Resilient and scalable networking infrastructure (Catalogue of services available)

Service overview: This service provides customers with resilient and scalable networking infrastructure to enable reliable data transfer with minimum latency along with high availability and automatic failover between components.

Service reference	Service function	Service features	Service constraints
DP23-A.1	Network Infrastructure Configuration	Networking infrastructure configured and fully managed by the team	None
DP23-A.2	High Availability	Network components clustered in redundant pair to ensure maximum availability	N/A
DP23-A.3	Automatic Failover	Automatic failover in the event of a failure	N/A
DP23-A.4	Traffic Segregation	Complete segregation of customer data traffic via dedicated VLANs, Firewalls and routing restrictions	None
DP23-A.5	Performance Monitoring	Network performance monitoring	None
DP23-A.6	Reporting	Customer utilisation and performance reporting	Reports limited to standard templates and issued quarterly
DP23-A.7	L2/L3 Functionality	Enterprise layer 2 & layer 3 functionality support	None
DP23-A.8	Configuration Backups	Backup of all network configuration changes	None

Patch management (ICT09)

Service overview:	Dependencies
Our patch management service provides updates to all windows servers during monthly schedules. The servers will be grouped based on their role within the customer environment. This grouping allows eir evo to patch non- critical and critical windows infrastructure in a controlled way. Guaranteeing stability to the production environment.	This service is dependent on the following eir evo production systems: Microsoft Teams, SharePoint, IT Glue, Autotask, Bomgar, Kaseya, Secret Server and Always-On VPN.

Service Provider License Agreement (SPLA) licensing

SPLA licenses enable us to manage licensing on your behalf. Should you require SPLA licenses in order for us to onboard this service for you, we have the following range of options available:

Item Name	License Agreement Type	Offering	Pool	Product Type	Product Family
Microsoft® SQL Server Standard All Languages License & Software Assurance SAL	Academic	Standard	Servers	License/Software Assurance Pack	SQL Server Standard
Microsoft® SQL Server Standard All Languages License & Software Assurance SAL	Corporate	Standard	Servers	License/Software Assurance Pack	SQL Server Standard
Microsoft® SQL Server Enterprise Core All Languages License & Software Assurance 2 Licenses	Academic	Standard	Servers	License/Software Assurance Pack	SQL Server Enterprise Core
Microsoft® SQL Server Enterprise Core All Languages License & Software Assurance 2 Licenses	Corporate	Standard	Servers	License/Software Assurance Pack	SQL Server Enterprise Core

Microsoft® SQL Server Standard Core All Languages License & Software Assurance 2 Licenses	Academic	Standard	Servers	License/Software Assurance Pack	SQL Server Standard Core
Microsoft® SQL Server Standard Core All Languages License & Software Assurance 2 Licenses	Corporate	Standard	Servers	License/Software Assurance Pack	SQL Server Standard Core
Microsoft® Office Standard All Languages License & Software Assurance SAL	Academic	Standard	Applications	License/Software Assurance Pack	Office Standard
Microsoft® Office Standard All Languages License & Software Assurance SAL	Corporate	Standard	Applications	License/Software Assurance Pack	Office Standard
Microsoft® Project Standard All Languages License & Software Assurance SAL	Corporate	Standard	Applications	License/Software Assurance Pack	Project Standard
Microsoft® Azure DevOps Server All Languages License & Software Assurance SAL	Academic	Standard	Servers	License/Software Assurance Pack	Azure DevOps Server
Microsoft® Azure DevOps Server All Languages License & Software Assurance SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Azure DevOps Server
Microsoft® Azure DevOps Server All Languages License & Software Assurance Basic SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Azure DevOps Server
Microsoft® System Center Service Manager All Languages License & Software Assurance SAL	Academic	Standard	Servers	License/Software Assurance Pack	System Center Service Manager
Microsoft® System Center Service Manager All Languages License & Software Assurance SAL	Corporate	Standard	Servers	License/Software Assurance Pack	System Center Service Manager
Microsoft® System Center Orchestrator All Languages License & Software Assurance SAL	Academic	Standard	Servers	License/Software Assurance Pack	System Center Orchestrator

Microsoft® System Center Orchestrator All Languages License & Software Assurance SAL	Corporate	Standard	Servers	License/Software Assurance Pack	System Center Orchestrator
Microsoft® Dynamics NAV Hosted All Languages License & Software Assurance Full User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics NAV Hosted
Microsoft® Dynamics NAV Hosted All Languages License & Software Assurance Limited User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics NAV Hosted
Microsoft® Dynamics NAV Hosted All Languages License & Software Assurance Std SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics NAV Hosted
Microsoft® Dynamics NAV Hosted All Languages License & Software Assurance 1 Processor License Customization Pack	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics NAV Hosted
Microsoft® Exchange Enterprise Plus SAL All Languages License & Software Assurance SAL	Academic	Standard	Servers	License/Software Assurance Pack	Exchange Enterprise Plus SAL
Microsoft® Exchange Enterprise Plus SAL All Languages License & Software Assurance SAL	Academic	Student	Servers	License/Software Assurance Pack	Exchange Enterprise Plus SAL
Microsoft® Exchange Enterprise Plus SAL All Languages License & Software Assurance SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Exchange Enterprise Plus SAL
Microsoft® Dynamics GP Hosted All Languages License & Software Assurance Full User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics GP Hosted
Microsoft® Dynamics GP Hosted All Languages License & Software Assurance Limited User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics GP Hosted

Microsoft® Dynamics GP Hosted All Languages License & Software Assurance Extended HR and Payroll 1 Processor License	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics GP Hosted
Microsoft® Dynamics GP Hosted All Languages License & Software Assurance Customization 1 Processor License	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics GP Hosted
Microsoft® Dynamics GP Hosted All Languages License & Software Assurance Std SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics GP Hosted
Microsoft® Dynamics GP Hosted All Languages License & Software Assurance Self-Serve User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics GP Hosted
Microsoft® Dynamics SL Hosted All Languages License & Software Assurance No Taiwan/Japan/KO/Brazil/China AM Full User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics SL Hosted
Microsoft® Dynamics SL Hosted All Languages License & Software Assurance AM Light User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics SL Hosted
Microsoft® Dynamics SL Hosted All Languages License & Software Assurance AM ESS User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics SL Hosted
Microsoft® Dynamics SL Hosted All Languages License & Software Assurance BE Full User SAL	Corporate	Standard	Servers	License/Software Assurance Pack	Dynamics SL Hosted
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Citrix Access Gateway Universal License All Users - Government	Active Subscriber	Government	All Users - Government
Citrix Access Gateway Universal License 1-5,000 users	Active Subscriber	Tier 1	1-5,000 users
Citrix Access Gateway Universal License 5,001-15,000 users	Active Subscriber	Tier 2	5,001-15,000 users
Citrix Access Gateway Universal License 15,001-30,000 users	Active Subscriber	Tier 3	15,001-30,000 users
Citrix Access Gateway Universal License 30,001-60,000 users	Active Subscriber	Tier 4	30,001-60,000 users
Citrix ADC CPX All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC CPX All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC CPX 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC CPX 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC CPX 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC CPX 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
NetScaler SDX 5 Instance Add-On Pack 5 instances	Per instance	Tier 1	5 instances

Citrix ADC VPX 10 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 50 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 200 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 1000 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 3000 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 5000 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 8000 Mbps Standard All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 10 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 50 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 200 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 1000 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 3000 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 5000 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 8000 Mbps Advanced All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 10 Mbps Premium All Instances - Education	Per instance	Education	All Instances - Education

Citrix ADC VPX 50 Mbps Premium All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 200 Mbps Premium All Instances - Education	Per instance	Education	All Instances - Education
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Citrix ADC VPX 8000 Mbps Premium All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX 10 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 50 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 200 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 1000 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 3000 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 5000 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 8000 Mbps Standard All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 10 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 50 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government

Citrix ADC VPX 200 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 1000 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 3000 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 5000 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 8000 Mbps Advanced All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 10 Mbps Premium All Instances - Government	Per instance	Government	All Instances - Government
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Citrix ADC VPX 8000 Mbps Premium All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX 5000 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 8000 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
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Citrix ADC VPX 8000 Mbps Advanced 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 5000 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 8000 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 5000 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 8000 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 5000 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 8000 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 5000 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 8000 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 5000 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 8000 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 5000 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 8000 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 5000 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 8000 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances

Citrix ADC VPX 5000 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 8000 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 5000 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 8000 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 5000 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 8000 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 50 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 3000 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 50 Mbps Advanced 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 3000 Mbps Advanced 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 50 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 3000 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 50 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 3000 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 50 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances

Citrix ADC VPX 3000 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 50 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 3000 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 50 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 3000 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 50 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 3000 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 50 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 3000 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 50 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 3000 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 50 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 3000 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 50 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 3000 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances

Citrix ADC VPX 10 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 200 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 1000 Mbps Standard 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 10 Mbps Advanced 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 200 Mbps Advanced 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 1000 Mbps Advanced 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 10 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 200 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 1000 Mbps Premium 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX 10 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 200 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 1000 Mbps Standard 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 10 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 200 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 1000 Mbps Advanced 501-1,500 instances	Per instance	Tier 2	501-1,500 instances

Citrix ADC VPX 10 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 200 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 1000 Mbps Premium 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX 10 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 200 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 1000 Mbps Standard 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 10 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 200 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 1000 Mbps Advanced 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 10 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 200 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 1000 Mbps Premium 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX 10 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 200 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 1000 Mbps Standard 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances

Citrix ADC VPX 10 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 200 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 1000 Mbps Advanced 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 10 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 200 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX 1000 Mbps Premium 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 4 - Standard Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 4 - Advanced Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 4 - Premium Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 6 - Standard Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 6 - Advanced Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 6 - Premium Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 8 - Standard Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 8 - Advanced Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 8 - Premium Edition All Instances - Education	Per instance	Education	All Instances - Education

Citrix ADC VPX VCPU 10 - Standard Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 10 - Advanced Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 10 - Premium Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix ADC VPX VCPU 4 - Standard Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 4 - Advanced Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 4 - Premium Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 6 - Standard Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 6 - Advanced Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 6 - Premium Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 8 - Standard Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 8 - Advanced Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 8 - Premium Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 10 - Standard Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 10 - Advanced Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix ADC VPX VCPU 10 - Premium Edition All Instances - Government	Per instance	Government	All Instances - Government

Citrix ADC VPX VCPU 4 - Standard Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 4 - Advanced Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 4 - Premium Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 6 - Standard Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 6 - Advanced Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 6 - Premium Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 8 - Standard Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 8 - Advanced Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 8 - Premium Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 10 - Standard Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 10 - Advanced Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 10 - Premium Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix ADC VPX VCPU 4 - Standard Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 4 - Advanced Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 4 - Premium Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances

Citrix ADC VPX VCPU 6 - Standard Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 6 - Advanced Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 6 - Premium Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 8 - Standard Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 8 - Advanced Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 8 - Premium Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 10 - Standard Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 10 - Advanced Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 10 - Premium Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix ADC VPX VCPU 4 - Standard Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 4 - Advanced Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 4 - Premium Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 6 - Standard Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 6 - Advanced Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 6 - Premium Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances

Citrix ADC VPX VCPU 8 - Standard Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 8 - Advanced Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 8 - Premium Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 10 - Standard Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 10 - Advanced Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 10 - Premium Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix ADC VPX VCPU 4 - Standard Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 4 - Advanced Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 4 - Premium Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 6 - Standard Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 6 - Advanced Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 6 - Premium Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 8 - Standard Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 8 - Advanced Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 8 - Premium Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances

Citrix ADC VPX VCPU 10 - Standard Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 10 - Advanced Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix ADC VPX VCPU 10 - Premium Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix Analytics for Security & Performance for Service Providers 1-2500 1-2,500 users	Provisioned Subscriber	Tier 1	1-2,500 users
Citrix Analytics for Security & Performance for Service Providers 2501-7500 2,501-7,500 users	Provisioned Subscriber	Tier 2	2,501-7,500 users
Citrix Analytics for Security & Performance for Service Providers 7501-15000 7,501-15,000 users	Provisioned Subscriber	Tier 3	7,501-15,000 users
Citrix Analytics for Security & Performance for Service Providers 15001-30000 15,001-30,000 users	Provisioned Subscriber	Tier 4	15,001-30,000 users
Citrix Application Delivery Management for Service Providers - 1-500 instances 1-500 instances	Per vServer on ADC; Per Gateway Appliance Instance	Tier 1	1-500 instances
Citrix Application Delivery Management for Service Providers - 501- 1500 instances 501- 1500 instances	Per vServer on ADC; Per Gateway Appliance Instance	Tier 2	501- 1500 instances
Citrix Application Delivery Management for Service Providers - 1501-3000 instances 1501-3000 instances	Per vServer on ADC; Per Gateway Appliance Instance	Tier 3	1501-3000 instances
Citrix Application Delivery Management for Service Providers - 3001-6000 instances 3,001-6,000 instances	Per vServer on ADC; Per Gateway Appliance Instance	Tier 4	3,001-6,000 instances
Citrix Application Delivery Management Data Retention (5GB) for Service Providers All instances	Per vServer	All Tiers	All instances
Citrix Application Delivery Management 3rd Party VIP 100 Vserver All Instances - Education	Per instance	Education	All Instances - Education

Citrix Application Delivery Management All Instances - Education	Per instance	Education	All Instances - Education
Citrix Application Delivery Management 3rd Party VIP 100 Vserver All Instances - Government	Per instance	Government	All Instances - Government
Citrix Application Delivery Management All Instances - Government	Per instance	Government	All Instances - Government
Citrix Application Delivery Management 3rd Party VIP 100 Vserver 501-1500 instances	Per instance	Tier 2	501-1500 instances
Citrix Application Delivery Management 501-1500 instances	Per instance	Tier 2	501-1500 instances
Citrix Application Delivery Management 3rd Party VIP 100 Vserver 1501-3000 instances	Per instance	Tier 3	1501-3000 instances
Citrix Application Delivery Management 1501-3000 instances	Per instance	Tier 3	1501-3000 instances
Citrix Application Delivery Management 3rd Party VIP 100 Vserver 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix Application Delivery Management 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Citrix Management and Analytics System 3rd Party VIP 100 Vserver 1-500 instances	Per vServer	Tier 1	1-500 instances
Citrix Management and Analytics System 1-500 instances	Per vServer	Tier 1	1-500 instances
Citrix Sharefile Standard per User for Service Providers - Unlimited 1-2,500 users	Provisioned Subscriber	Tier 1	1-2,500 users
Citrix Sharefile Standard per User for Service Providers - Unlimited 2,501-7,500 users	Provisioned Subscriber	Tier 2	2,501-7,500 users
Citrix Sharefile Standard per User for Service Providers - Unlimited 7,501-15,000 users	Provisioned Subscriber	Tier 3	7,501-15,000 users
Citrix Sharefile Standard per User for Service Providers - Unlimited 15,001-30,000 users	Provisioned Subscriber	Tier 4	15,001-30,000 users

Citrix Sharefile Advanced per User for Service Providers - Unlimited 1-2,500 users	Provisioned Subscriber	Tier 1	1-2,500 users
Citrix Sharefile Advanced per User for Service Providers - Unlimited 2,501-7,500 users	Provisioned Subscriber	Tier 2	2,501-7,500 users
Citrix Sharefile Advanced per User for Service Providers - Unlimited 7,501-15,000 users	Provisioned Subscriber	Tier 3	7,501-15,000 users
Citrix Sharefile Advanced per User for Service Providers - Unlimited 15,001-30,000 users	Provisioned Subscriber	Tier 4	15,001-30,000 users
Citrix Sharefile Premium per User for Service Providers - Unlimited 1-2,500 users	Provisioned Subscriber	Tier 1	1-2,500 users
Citrix Sharefile Premium per User for Service Providers - Unlimited 2,501-7,500 users	Provisioned Subscriber	Tier 2	2,501-7,500 users
Citrix Sharefile Premium per User for Service Providers - Unlimited 7,501-15,000 users	Provisioned Subscriber	Tier 3	7,501-15,000 users
Citrix Sharefile Premium per User for Service Providers - Unlimited 15,001-30,000 users	Provisioned Subscriber	Tier 4	15,001-30,000 users
Citrix ShareFile Standard OGB Connectors for Service Providers 1-2,500 users	Provisioned Subscriber	Tier 1	1-2,500 users
Citrix ShareFile Standard OGB Connectors for Service Providers 2,501-7,500 users	Provisioned Subscriber	Tier 2	2,501-7,500 users
Citrix ShareFile Standard OGB Connectors for Service Providers 7,501-15,000 users	Provisioned Subscriber	Tier 3	7,501-15,000 users
Citrix ShareFile Standard OGB Connectors for Service Providers 15,001-30,000 users	Provisioned Subscriber	Tier 4	15,001-30,000 users
Citrix ShareFile Standard per User for Service Providers - OGB 1-5,000 users	Provisioned Subscriber	Tier 1	1-5,000 users
Citrix ShareFile Standard per User for Service Providers - OGB 5,001-15,000 users	Provisioned Subscriber	Tier 2	5,001-15,000 users
Citrix ShareFile Standard per User for Service Providers - OGB 15,001-30,000 users	Provisioned Subscriber	Tier 3	15,001-30,000 users
Citrix ShareFile Standard per User for Service Providers - OGB 30,001-60,000 users	Provisioned Subscriber	Tier 4	30,001-60,000 users

Citrix ShareFile Advanced per User for Service Providers - OGB 1-5,000 users	Provisioned Subscriber	Tier 1	1-5,000 users
Citrix ShareFile Advanced per User for Service Providers - OGB 5,001-15,000 users	Provisioned Subscriber	Tier 2	5,001-15,000 users
Citrix ShareFile Advanced per User for Service Providers - OGB 15,001-30,000 users	Provisioned Subscriber	Tier 3	15,001-30,000 users
Citrix ShareFile Advanced per User for Service Providers - OGB 30,001-60,000 users	Provisioned Subscriber	Tier 4	30,001-60,000 users
Citrix ShareFile Standard per User for Service Providers - OGB All Users - Government	Provisioned Subscriber	Government	All Users - Government
Citrix ShareFile Advanced per User for Service Providers - OGB All Users - Government	Provisioned Subscriber	Government	All Users - Government
Citrix ShareFile Standard per User for Service Providers - OGB All Users - Education	Provisioned Subscriber	Education	All Users - Education
Citrix ShareFile Advanced per User for Service Providers - OGB All Users - Education	Provisioned Subscriber	Education	All Users - Education
Expansion SKU - ShareFile Standard OGB Connectors for Service Providers N/A	Provisioned Subscriber	Expansion	N/A
Citrix DaaS Standard for Azure (Single-Tenant) for Service Providers N/A	Active Subscriber	All Tiers	N/A
Citrix Microsoft Remote Desktop Services SAL (Single-Tenant) Per User for Service Providers N/A	Active Subscriber	All Tiers	N/A
Citrix Managed Consumption (Single-Tenant) Per Unit for Service Providers N/A	Per Unit	All Tiers	N/A
Citrix DaaS Standard for Azure (Multi-Tenant) for Service Providers N/A	Active Subscriber	All Tiers	N/A
Citrix Microsoft Remote Desktop Services SAL (Multi-Tenant) Per User for Service Providers N/A	Active Subscriber	All Tiers	N/A
Citrix Managed Consumption (Multi-Tenant) Per Unit for Service Providers N/A	Per Unit	All Tiers	N/A
Citrix DaaS Advanced (Single-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Advanced (Single-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Advanced (Single-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users

Citrix DaaS Advanced (Single-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Advanced (Multi-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Advanced (Multi-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Advanced (Multi-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS Advanced (Multi-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Advanced Plus (Single-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Advanced Plus (Single-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Advanced Plus (Single-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS Advanced Plus (Single-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Advanced Plus (Multi-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Advanced Plus (Multi-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Advanced Plus (Multi-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS Advanced Plus (Multi-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Premium (Single-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Premium (Single-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Premium (Single-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users

Citrix DaaS Premium (Single-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Premium (Multi-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Premium (Multi-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Premium (Multi-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS Premium (Multi-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Prem Plus (Single Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Prem Plus (Single Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Prem Plus (Single Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS Prem Plus (Single Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Prem Plus (Multi-Tenant) for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Prem Plus (Multi-Tenant) for Service Providers 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS Prem Plus (Multi-Tenant) for Service Providers 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS Prem Plus (Multi-Tenant) for Service Providers 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS Standard for Google Single Tenant for Service Providers 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS Standard for Google Multi-Tenant for Service Providers N/A	Active Subscriber	All Tiers	N/A
Expansion SKU - Citrix Optimisation Pack for Service Providers N/A	Active Subscriber	Expansion	N/A
Expansion SKU - DaaS Advanced Plus Multi-Tenant for Service Providers N/A	Active Subscriber	Expansion	N/A
Expansion SKU - DaaS Advanced Plus Single Tenant for Service Providers N/A	Active Subscriber	Expansion	N/A

Expansion SKU - DaaS Prem Plus Multi-Tenant for Service Providers N/A	Active Subscriber	Expansion	N/A
Expansion SKU - DaaS Prem Plus Single Tenant for Service Providers N/A	Active Subscriber	Expansion	N/A
Expansion SKU - DaaS Standard for Google Multi-Tenant for Service Providers N/A	Active Subscriber	Expansion	N/A
Expansion SKU - DaaS Standard for Google Single Tenant for Service Providers N/A	Active Subscriber	Expansion	N/A
Citrix Optimization Pack for Azure Virtual Desktop 1-2,500 users	Provisioned Subscriber	Tier 1	1-2,500 users
Citrix Optimization Pack for Azure Virtual Desktop 2,501-7,500 users	Provisioned Subscriber	Tier 2	2,501-7,500 users
Citrix Optimization Pack for Azure Virtual Desktop 7,501-15,000 users	Provisioned Subscriber	Tier 3	7,501-15,000 users
Citrix Optimization Pack for Azure Virtual Desktop 15,001-30,000 users	Provisioned Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS (Multi-Tenant) Single Application 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS (Multi-Tenant) Single Application 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS (Multi-Tenant) Single Application 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS (Multi-Tenant) Single Application 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Citrix DaaS (Single-Tenant) Single Application 1-2,500 users	Active Subscriber	Tier 1	1-2,500 users
Citrix DaaS (Single-Tenant) Single Application 2,501-7,500 users	Active Subscriber	Tier 2	2,501-7,500 users
Citrix DaaS (Single-Tenant) Single Application 7,501-15,000 users	Active Subscriber	Tier 3	7,501-15,000 users
Citrix DaaS (Single-Tenant) Single Application 15,001-30,000 users	Active Subscriber	Tier 4	15,001-30,000 users
Expansion Stocking SKU - DaaS Premium Single Tenant for Service Providers	Active Subscriber	Expansion	N/A
Expansion Stocking SKU - DaaS Premium Multi-Tenant for Service Providers	Active Subscriber	Expansion	N/A

Expansion Stocking SKU - DaaS Advanced Single Tenant for Service Providers	Active Subscriber	Expansion	N/A
Expansion Stocking SKU - DaaS Advanced Multi-Tenant for Service Providers	Active Subscriber	Expansion	N/A
Citrix Gateway VPX Advanced Edition All Instances - Education	Per instance	Education	All Instances - Education
Citrix Gateway VPX Advanced Edition All Instances - Government	Per instance	Government	All Instances - Government
Citrix Gateway VPX Advanced Edition 1-500 instances	Per instance	Tier 1	1-500 instances
Citrix Gateway VPX Advanced Edition 501-1,500 instances	Per instance	Tier 2	501-1,500 instances
Citrix Gateway VPX Advanced Edition 1,501-3,000 instances	Per instance	Tier 3	1,501-3,000 instances
Citrix Gateway VPX Advanced Edition 3,001-6,000 instances	Per instance	Tier 4	3,001-6,000 instances
Hypervisor Standard 6.5+ All Sockets - Education	Per socket	Education	All Sockets - Education
Hypervisor Advanced 6.5+ All Sockets - Government	Per socket	Government	All Sockets - Government
Hypervisor Standard 6.5+ All Sockets - Education	Per socket	Education	All Sockets - Education
Hypervisor Standard 6.5+ All Sockets - Government	Per socket	Government	All Sockets - Government
Hypervisor Advanced 6.5+ 1-50 sockets	Per socket	Tier 1	1-50 sockets
Hypervisor Advanced 6.5+ 51-150 sockets	Per socket	Tier 2	51-150 sockets
Hypervisor Advanced 6.5+ 151-300 sockets	Per socket	Tier 3	151-300 sockets
Hypervisor Advanced 6.5+ 301-600 sockets	Per socket	Tier 4	301-600 sockets
Hypervisor Standard 6.5+ 1-50 sockets	Per socket	Tier 1	1-50 sockets

Hypervisor Standard 6.5+ 51-150 sockets	Per socket	Tier 2	51-150 sockets
Hypervisor Standard 6.5+ 151-300 sockets	Per socket	Tier 3	151-300 sockets
Hypervisor Standard 6.5+ 301-600 sockets	Per socket	Tier 4	301-600 sockets
XenDesktop VDI Standard All Users - Education	Active Subscriber	Education	All Users - Education
XenDesktop VDI Standard All Users - Government	Active Subscriber	Government	All Users - Government
XenDesktop VDI Standard 1-5,000 users	Active Subscriber	Tier 1	1-5,000 users
XenDesktop VDI Standard 5,001-15,000 users	Active Subscriber	Tier 2	5,001-15,000 users
XenDesktop VDI Standard 15,001-30,000 users	Active Subscriber	Tier 3	15,001-30,000 users
XenDesktop VDI Standard 30,001-60,000 users	Active Subscriber	Tier 4	30,001-60,000 users
Citrix Virtual Apps All Users - Education	Active Subscriber	Education	All Users - Education
Citrix Virtual Apps All Users - Government	Active Subscriber	Government	All Users - Government
Citrix Virtual Apps Premium All Users - Education	Active Subscriber	Education	All Users - Education
Citrix Virtual Apps and Desktops All Users - Education	Active Subscriber	Education	All Users - Education
Citrix Virtual Apps Premium Single Application All Users - Education	Active Subscriber	Education	All Users - Education
Citrix Virtual Apps Premium All Users - Government	Active Subscriber	Government	All Users - Government
Citrix Virtual Apps and Desktops All Users - Government	Active Subscriber	Government	All Users - Government

Citrix Virtual Apps Premium Single Application All Users - Government	Active Subscriber	Government	All Users - Government
Citrix Virtual Apps Premium Single Application 1-5,000 users	Active Subscriber	Tier 1	1-5,000 users
Citrix Virtual Apps Premium Single Application 5,001-15,000 users	Active Subscriber	Tier 2	5,001-15,000 users
Citrix Virtual Apps Premium Single Application 15,001-30,000 users	Active Subscriber	Tier 3	15,001-30,000 users
Citrix Virtual Apps Premium Single Application 30,001-60,000 users	Active Subscriber	Tier 4	30,001-60,000 users
Citrix Virtual Apps 1-5,000 users	Active Subscriber	Tier 1	1-5,000 users
Citrix Virtual Apps 5,001-15,000 users	Active Subscriber	Tier 2	5,001-15,000 users
Citrix Virtual Apps 15,001-30,000 users	Active Subscriber	Tier 3	15,001-30,000 users
Citrix Virtual Apps 30,001-60,000 users	Active Subscriber	Tier 4	30,001-60,000 users
Citrix Virtual Apps Premium 1-5,000 users	Active Subscriber	Tier 1	1-5,000 users
Citrix Virtual Apps and Desktops 1-5,000 users	Active Subscriber	Tier 1	1-5,000 users
Citrix Virtual Apps Premium 5,001-15,000 users	Active Subscriber	Tier 2	5,001-15,000 users
Citrix Virtual Apps and Desktops 5,001-15,000 users	Active Subscriber	Tier 2	5,001-15,000 users
Citrix Virtual Apps Premium 15,001-30,000 users	Active Subscriber	Tier 3	15,001-30,000 users
Citrix Virtual Apps and Desktops 15,001-30,000 users	Active Subscriber	Tier 3	15,001-30,000 users
Citrix Virtual Apps Premium 30,001-60,000 users	Active Subscriber	Tier 4	30,001-60,000 users

Citrix Virtual Apps and Desktops 30,001-60,000 users	Active Subscriber	Tier 4	30,001-60,000 users
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Data backup and restore

Our proven approach to disaster recovery, business continuity and backup services is underpinned by our experience and track record. For example, we have been delivering these services customers for over **20 years** and have never experienced a major breach or incident.

Data backup

We will provide a range of secure and resilient data backup solutions. We will guide you on the most appropriate option based on your recovery time objectives.

Organisations can benefit from a reliable and secure backup repository solution without the overhead of managing the infrastructure themselves.

The options available include image, file or application-aware backup and restore service, or an offsite backup repository as required under the governance of ISO27001.

The service includes:

- Backup management
- Deployment
- Restoration
- Data retention
- Encryption
- Replication to a secondary data centre

- System testing
- Backup testing
- Continuous monitoring of the backup infrastructure

This service provides deployment services, ensuring seamless installation and configuration of backup software.

We perform regular maintenance and general housekeeping of the solution and proactively monitor the:

- Hardware and software infrastructure
- Backup network infrastructure
- Virtual Infrastructure
- Backup jobs

We use Backup Radar which provides custom scheduling and reporting with a configurable dashboard. Support tickets are automatically logged with our Backup Team for unsuccessful backups. Additionally, we complete regular system integrity testing and customer-initiated backup testing ensure the reliability and integrity of the backup solution.

Data security is guaranteed through full encryption using 256bit AES software encryption.

The service is designed to offer a hassle-free backup solution while adhering to stringent security standards, providing customers peace of mind regarding their data protection needs.

Data retention

We offer a range of retention options to meet your backup requirements. This will include a 30-day daily backup of all hosted VMs as standard as well as the option to retain 12 monthly and 7 yearly backups and beyond.

SAN storage provision is offered to accommodate backup storage needs, with costs calculated based on the consumed storage space.

We also offer the option of an offsite repository for a secondary backup using our CloudVault service as described below.

CloudVault

CloudVault is based on industry-leading Cloudian S3 Hyperstore hardware, allowing for highly scalable/resilient/secure object storage at a low price point. This automated solution removes the overhead for managing ongoing Tape backups. It leverages S3 object lock for full immutability, providing ransomware and deletion protection for backups. It is fully compatible with Veeam for long-term backup retention. It can also be used for general purpose Archive storage from S3 compatible applications in the future.

SLA

We provide a **99.99%** SLA for the backup service's availability.

Disaster recovery

We provide Disaster Recovery and Business Continuity services for a large number of customers, utilising a range of technologies depending on the specific requirements and systems of the customer.

Summary of key features include:

- Fully Monitored and Managed DR as a Service
- Low **1h** RPOs/**4h** RTOs SLAS
- **99.99%** availability SLA on all components
- Assisted planned DR tests with Fully documented and Certified output
- **Tier3+** Data Centre facilities which have fully resilient, power, cooling, connectivity, security

SAN-based Disaster Recovery is natively integrated into the Digital Planet Cloud solution. It is a highly automated and mature mechanism to protect customer workloads in the event of Primary Data Centre failure with minimal downtime or data loss to the Business.

We also offer VM-level replication to the datacentre of your choice or, for customers who require the best available RPOs and RTOs, our Zerto solution offers continuous replication at the block level, with no impact on storage latency or production performance, to achieve near-zero RPOs (virtually no loss of data).

We will develop a DR Runbook along with a test plan and a maintenance plan to ensure the solution is reliable.

any Disaster Recovery solution be reliable in the event of a disaster and an important component of that is testing. There are several approaches to testing DR solution, from individual server integrity tests to complete production failover which we are happy to facilitate at the frequency that suits your organisation.

We will also provide you with prompt support and assistance in the event of a real DR scenario, as well as the option to engage our Professional Services for any complex requirements e.g. application dependencies beyond the recovery of your VMs.

Onboarding and offboarding support we provide

Onboarding support

To onboard this service, we will draw on our experience of migrating 100's of customers using a migration approach that aligns with the official PMI PMBOK Project Management Framework.

Delivery management

The following sub-sections highlight the key solution phases during the onboarding of the solution:

1. Envisioning

This will set the tone for the project. Decisions will be made during a Project Discovery Workshop (PDW) and documented in the PSR/PC. Project plans, role allocation and responsibilities, final pricing and solution options will be defined and agreed, to ensure the project is delivered with a clear and common end goal.

2. Planning

The Project/Transition Manager will be supported by appropriate senior resources to commence work on planning and the Functional Specification Workshop. This will be used to define any Functional and Non-Functional requirements culminating in the High-Level Design / Low-Level Design Specification Document which will be used as a basis to ensure the design complies with the requirements set out by you.

The existing environment will be assessed to allow our consultants to gain a deeper understanding of your current environment/processes. All initial documentation including project documentation will be finalised and preparations for the deployment/migration will be defined, documented and agreed.

We work with your team to ensure that technical and service considerations have been identified and mitigated where possible.

The migration/cut over, associated testing and roll back plan will be scheduled at an agreed time in advance to minimise disruption to your staff and operations.

3. Stabilising

The stabilisation phase will validate the solution for production readiness. Identified test cases will be executed and evaluated. Once the solution has been successfully validated and approved, we will finalise the design specifications and the final logical design detailing all processes and procedures, configuration settings and other related design items will be created.

The team will go through a full review of the project thus far, to ensure that everything is in place to support the successful production of the solution.

4. Deployment

We will use this phase to commence planning activities to move the solution to the live production environment. Planning will include:

- The completion of an end-user communications plan
- Agreeing training requirements for your resources
- Defining a comprehensive handover plan and deployment
- Embedding production infrastructure into the production environment

The phase will conclude with the transition of the solution into production and an official go-live date.

5. Project closeout

The closeout phase will conclude the solution and finalise any outstanding documentation and activities.

Once you are comfortable that all outstanding activities as defined in the scope have been completed and the solution is functioning at acceptable levels, the team will convene and sign the project off.

Offboarding support

We understand that the decision to terminate services can arise from various factors such as strategic shifts, technological advancements, or changes in business requirements. Our offboarding support services are designed to ensure a seamless transition while safeguarding data integrity, GDPR compliance, and operational continuity.

Our approach to offboarding support encompasses several key stages:

1. Transition planning and preparation

We initiate the offboarding process by collaboratively developing a comprehensive transition plan tailored to your specific needs and timelines. This plan outlines the steps involved, assigns responsibilities, and establishes clear communication channels to facilitate a smooth transition. Our team conducts a thorough review of existing agreements, contractual obligations, and regulatory requirements to ensure compliance throughout the offboarding process.

2. Data extraction and migration

Our experts work closely with your team to facilitate the extraction and migration of data from our infrastructure to your chosen destination. Whether transitioning to another cloud provider, an on-premises environment, or an archival solution, we prioritise data security and integrity throughout the migration process. We employ

encryption protocols and data transfer mechanisms to minimise the risk of data loss or exposure during transit.

3. Resource decommissioning and cleanup

As part of the offboarding process, we systematically decommission and clean up resources provisioned within our infrastructure. This includes deactivating virtual machines, releasing allocated storage space, and revoking access privileges to ensure no residual data or resources remain within our environment. Our team conducts comprehensive audits to verify the completeness of resource cleanup and adherence to offboarding protocols.

4. Contractual Closure and compliance assurance

We facilitate the closure of contractual agreements and ensure compliance with all regulatory requirements associated with the termination of services. This may involve formalising service termination notices, conducting exit interviews, and providing documentation to support regulatory audits or compliance assessments. Our goal is to mitigate risks associated with the offboarding process and ensure a transparent and orderly transition.

5. Knowledge transfer and documentation

To empower your team to manage ongoing operations effectively, we provide comprehensive knowledge transfer sessions and documentation covering key aspects of the offboarded services.

This includes operational procedures, system configurations, troubleshooting guides, and any other relevant documentation necessary for maintaining continuity post-offboarding. Our aim is to ensure that your team is equipped with the necessary skills and information to support the transition seamlessly.

Service levels

This service includes a fully-managed multi-tenant Cloud Service. As such, the deployment, configuration, upgrades, patching, licensing and maintenance of all components will fall under our ownership with a guaranteed **99.99%** availability SLA.

Our service levels have been designed to ensure:

- Round-the-clock access to our Cloud support team
- High system performance
- Reliable data backup and recovery services within defined timeframes

Digital Planet provides the highest performance and availability SLAs in the cloud service provider market. This is due to the resilient (no single point of failure) design of our core infrastructure, and our strategic investment into our cloud operations and our support teams

Performance and availability

Our Cloud Support Team operates **24x7** and responds to incidents, resolves requests, monitors system performance, and detects/resolves issues pre-emptively.

Alerts with service-impacting potential are addressed immediately according to strict escalation protocols, aiming for communication with the customer within **15** minutes. Tier 1 vendor support is leveraged to meet specified SLAs regarding computing platform hardware/software components.

Our VMware VCPP program and HPE hardware datacentre care contract provide a **4-hour** turnaround for hardware failures and proactive monitoring of hardware and virtualisation.

Support hours

Our Cloud Support team operates **24x7**

Data backup service levels

A recovery time objective (RTO) of **4** working hours and a recovery point objective (RPO) of 1 hour are provided.

Backup data is spread across three sites with full site redundancy.

Regular maintenance and monitoring of hardware, software infrastructure, backup network infrastructure, virtual infrastructure, and backup jobs are performed.

A **99.99%** SLA is provided for the backup service's availability and performance, and a **93%** SLA for the availability of restore points.

Data recovery service levels

Daily incremental copies are recoverable within **4 hours**, monthly backups within **1 working day**, and annual backups within **10 working days**.

After sales support

After sales support is integral to ensuring continued satisfaction and success with our services, especially as we transition our clients to a fully managed service post-implementation.

We offer comprehensive assistance and guidance to address any post-implementation needs or issues that may arise. Our dedicated support team is available to:

- Address any queries or concerns regarding the implemented solution and the transition to a fully managed server environment.
- Provide troubleshooting assistance to resolve any technical issues promptly, ensuring seamless operation.
- Offer guidance on maximizing the value and efficiency of the fully managed server setup.
- Assist with any necessary adjustments or customisations to meet evolving requirements within the managed server environment.

- Deliver ongoing training and knowledge transfer sessions to empower your team in managing the solution effectively within the managed server setup.
- Facilitate access to resources, documentation, and additional support channels for further assistance as part of the fully managed server service.
- Continuously gather feedback to identify areas for improvement and ensure customer satisfaction within the managed server environment.

Our commitment to after sales support aims to foster long-term partnerships and ensure that your organisation derives maximum benefit from our fully managed services over time.

Outage and maintenance management

Underpinned by our SLAs, our outage and maintenance management practices will ensure that service delivery consistently meets or exceeds client expectations, fostering trust and confidence in our fully managed service. To ensure continuity of service during maintenance periods or restoration in the event of an outage, we employ a comprehensive set of strategies and protocols:

Proactive maintenance planning

We schedule maintenance activities in advance, aligning them with agreed-upon maintenance windows specified in the SLAs. This proactive approach minimises disruptions to service availability and ensures smooth operations during maintenance periods.

Redundancy and failover mechanisms

Our infrastructure is designed with redundancy and failover mechanisms to maintain service continuity. In the event of hardware failures or unexpected outages, automatic failover processes kick in seamlessly, mitigating downtime and preserving service availability.

Real-time monitoring and alerting

We employ advanced monitoring tools that constantly track the health and performance of our systems. Any anomalies or potential issues are detected in real-time, triggering immediate alerts to our dedicated support teams for swift intervention and resolution.

Rapid response and resolution

Our support teams are trained to respond promptly to any incidents or service interruptions. With predefined escalation paths and response time targets outlined in the SLAs, we ensure that critical issues are addressed with urgency, minimising impact on service delivery.

Transparent communication

Throughout maintenance activities or outage incidents, transparent communication with our clients is paramount. We provide timely updates on the status of the situation, including progress towards

resolution and expected timelines for restoration, in accordance with the communication protocols established in our SLAs.

Post-incident analysis and improvement

Following any outage or service disruption, we conduct thorough post-incident analyses to identify root causes and areas for improvement. Insights gathered from these analyses inform our continuous improvement efforts, allowing us to refine our processes and enhance service resilience over time.

Hosting options and locations

To ensure full compliance with your requirements, Digital Planet operates across 6 **tier 3** data centres which are **ISO27001** certified and based in Ireland and the UK.

Hosting data within these locations allows us to address specific compliance regulations and data residency requirements effectively. For example, hosting data within the European Union (EU) is crucial to comply with GDPR regulations, ensuring that personal data is processed lawfully, fairly, and transparently.

Additionally, hosting data within the UK caters to organisations with strict data sovereignty requirements, providing assurance that data remains within their jurisdiction and under their control.

Hosting options

Delivering the experience of a dedicated cloud without the cost, our multi-tenant cloud hosting solution holds a special differentiator from other forms of cloud.

Our multi-tenant cloud includes compute, storage, network, back up, monitoring and DR protection, to suit your requirements. This eliminates the need for on-site infrastructure, support services and maintenance cost.

Your organisation will be assigned a separate virtual domain with a dedicated set of secure virtual LANs (VLANs) to connect your servers, and a dedicated firewall.

Our design guarantees that your data, servers and network traffic never come into contact with another customer.

You also have the ability to select one or multiple data centre locations to meet your requirements with full resilient connectivity between them.

Access to data (upon exit)

We prioritise transparency, compliance, and client satisfaction to ensure a seamless and satisfactory offboarding experience.

Access to data upon exit is a critical aspect of our offboarding support services. We understand the importance of safeguarding your data integrity, regulatory compliance, and operational

continuity throughout the transition process. Our approach encompasses careful planning, secure data extraction and migration, thorough resource decommissioning, contractual closure, knowledge transfer, and ongoing post-offboarding support.

Security

A solution that is secure by design

Security has been considered at every layer of the Digital Planet solution. Security is also a key consideration for the design principles we use in building the solution. To support this, we have highly resilient infrastructure deployed across multiple datacentres with no single point of failure. In addition, we use Cloudflare Magic Transit for the protection of Digital Planet IP subnets from service attacks.

As a Digital Planet Tennent, you will be assigned a separate virtual domain with a dedicated set of secure virtual LANs (VLANs), and a dedicated firewall.

Our design guarantees that your data, servers and network traffic never come into contact with another customer.

To further guarantee data isolation and integrity, all systems have built-in redundancy and are regularly tested and audited.

Our overall approach to security

We understand that public sector organisations find themselves in an increasingly complex cyber threat environment due to internal and external risks, such as hacks, cyber-attacks and data leaks.

As a SOC provider, with experience in designing, deploying and operating SOC Services in critical environments, we have the appropriate skills, knowledge and capability to ensure that your environment and systems are continually protected from security risks. We follow security best practices in the design and deployment of all systems involved in our service provision. For continued reliance, this includes the provision of a robust Threat Management and Incident Response Plan with frequent simulation testing, reviews and improvement activities.

Our robust Information Security Management System (ISMS) is accredited to **ISO27001** Information Security Management Standards and is aligned with NIST Cyber Security Framework. Our ISMS complies with and exceeds the guidance of the NCSC. We also hold a Cyber Essentials Plus accreditation.

We will use the same proven and externally validated policies and procedures, to ensure a secure environment for your organisation.

Internal systems security

We monitor all systems from two distinct viewpoints:

1. System Health and performance are monitored 24/7 by our NOC, using specialised monitoring and alerting tools
2. System security is monitored by the eir evo SOC, whereby eir evo is considered a customer like any other

To ensure unambiguous lines of communication and collaboration between the teams, the eir evo SOC interacts with the NOC through:

- Internal operational level agreement
- Analysis of security logs and user behaviour analytics which detects anomalous activity and informs our SOC analysts of any potential issues that should be identified

Security training and awareness

Information Security training is mandatory for staff and provided through our online tool, Meta Compliance.

Our training requirements are governed by our Competence and a dedicated Training Coordinator, who is supported by the Quality and Compliance Team and Security Operations Centre to ensure security skills/ training and competencies, are managed throughout the business.

Training is a continuous process provided through technical partners, workshops, awareness and risk-based training.

We also host regular forums to highlight:

- Lessons learned and actions for continuous improvement
- Emerging IT industry security threats/challenges
- Legislative compliance/policy updates

Physical security

All physical locations used in the hosting of our systems or services, including the datacentres, are protected with the highest levels of physical security.

Meeting public sector requirements, we only use Tier 3 datacentres which maintain:

- Full-time on-site security staff
- ID per access-list requirements
- Mantrap-controlled access (to prevent tailgating)
- External and internal alarms and CC-TV security monitoring

Within these secure datacentres, our systems are hosted in private locked rooms, ensuring only authorised staff can access these systems. All access must be pre-approved and is logged for auditing by the datacentre and eir evo. Our offices are protected by swipe card access, manned reception areas, and are monitored by 24-hour security. Additional internal swipe card access is designated for specific areas within the building, ensuring minimum physical access is granted based on job roles.

