



Service description document: Lightning IQ

Introduction to eir Business

eir Business is a leading provider of advanced network, cloud, and IT managed services, supporting public and private sector organisations across the UK and Ireland for almost 30 years. We design, implement, and manage next-generation solutions that strengthen resilience, enhance security, and enable organisations to work seamlessly and securely from anywhere.

Every engagement starts with listening, understanding your environment, your priorities, and the outcomes you need to achieve. From there, we shape solutions that deliver genuine value, long-term performance, and measurable operational impact.

As a trusted managed service provider, we bring together specialist engineering, proactive service management, and a 24x7 operations capability. Our tightly integrated teams work across the full IT and network landscape, including cloud, cybersecurity, WAN/LAN, connectivity, digital workplace, AI and automation, data centre services, and unified communications.

Our managed services are built on industry best practice and underpinned by ITIL principles, ensuring consistency, accountability, and continual improvement. We combine rigorous processes with real human engagement: our service managers, engineers, and analysts work side-by-side with customers to anticipate needs, resolve issues quickly, and identify opportunities for ongoing optimisation.

Service Introduction

Lightning IQ is a highspeed platform that discovers, classifies, and acts on unstructured data across on prem, cloud, and hybrid storage. It helps UK public bodies see what data they hold, reduce risk from ROT and duplicates, and prepare clean, labelled data for compliance inc GDPR, ICO and NIS, eDisclosure inc DSAR and FOI, and AI Readiness use. Lightning IQ connects to live storage over NFS, SMB and S3 and can scan petabyte-scale estates in hours. It runs inside the customer's environment and can operate in read only or read/ write mode depending on policy.

Service Description

Scope

Lightning IQ provides continuous visibility and control over unstructured data across file shares, object stores, SharePoint/OneDrive, and similar repositories. The service includes:

- Full estate inventory and classification
- Detection of sensitive data (PII/PHI/PCI) and policy drift
- ROT and duplicate identification
- Optional remediation actions with approvals (delete, move, archive, encrypt)
- Dashboards, exportable evidence packs, and reports for audits, FOI, and Subject Access Requests

How it works

- **Connect:** Mount target repositories using standard NFS, SMB, or S3. No agents on storage.
- **Scan:** Parallel scanning indexes billions of items rapidly, with daily or scheduled re-scans for continuous compliance.
- **Classify:** Enrich files with ownership, age, sensitivity, lineage, and other metadata. Pattern and entity detection for PII and policy terms.
- **Act:** Optional bulk actions with two stage approvals. All actions logged.

Deployment patterns

- On-premise, UK cloud regions, or hybrid
- Typical footprint: 6–8 Ubuntu Linux VMs
- Agentless, no call home by default
- Installs in under 30 minutes in standard environments

What's included

- Software components and configuration templates
- Connection to agreed repositories
- Initial inventory and classification of in scope data sets
- Standard dashboards and reports
- Knowledge transfer to customer or Eir business managed service team

What's optional

- Remediation at scale (delete, move, encrypt, archive)
- Integration to SIEM/ITSM and data catalogues
- Premium support and enhanced SL targets
- Managed service for daily scans and monthly compliance packs
- Short Proof of Value project on a subset of data

Buyer responsibilities

- Nominate data owners and an approval path for any remediation
- Provide appropriate credentials and network access to the target storage
- Agree scanning windows and throughput parameters
- Maintain a backup and retention policy appropriate to their risk profile

Terms and Conditions

This Service Definition sits under Eir business's single set of GCloud 15 Terms and Conditions and the associated CallOff terms. Service specific terms to be referenced in the CallOff:

- Scope and inclusions as listed in this document
- Named environments in scope, with any exclusions
- Data handling posture (read only vs read write, and approvals required)
- Support level selected (Standard or Premium)
- Any optional uplifts (Managed Service, Integrations)

Service Levels

Standard (included)

- Service hours: 08:00–18:00 UK business days
- Incident response targets: P1 within 1 hour, P2 within 4 hours, P3 within next business day
- Change window: customer agreed maintenance window for upgrades
- Inventory cadence: daily or weekly scan windows as agreed, with throttling to protect production systems

Premium (optional)

- Service hours: 24x7 critical incident cover
- Incident response targets: P1 within 30 minutes, P2 within 2 hours
- Named technical lead and monthly service review
- Quarterly optimisation review and policy tuning

Service credits

Service credits can be applied at Call-Off for failure to meet confirmed response targets, measured monthly.

Data Management for UK Customers

- **Residency:** Lightning IQ runs inside the buyer's environment. Data stays in UK networks unless the buyer configures exports. UK region deployment is supported where cloud is used.
- **Privacy:** The platform detects and labels personal data to support GDPR and DPA 2018 obligations and helps enforce retention with approvals and audit logs.
- **Transparency:** All actions are logged. Evidence packs can be exported to support FOI, DSAR, audit, or legal hold.
- **Security:** Agentless access. Read only posture by default. Role based access for users and approvers. Supports segregated networks and offline environments where required.

Support Levels

Standard Support (included)

- UK business hours helpdesk, email, and portal
- Patching guidance and minor configuration assistance
- Knowledge base access

Premium Support (optional)

- 24x7 P1/P2 response
- Proactive monitoring and health checks
- Quarterly configuration review
- Named TAM and joint success plan

Constraints

- Sufficient network throughput and permissions to reach target storage
- Supported protocols: NFS, SMB, S3. Other file systems by agreement
- Scanning speed and windows depend on storage performance and agreed throttling
- Remediation requires read write access and customer approvals
- Customer maintains backups and disaster recovery plans

Technical Requirements

- **Footprint:**
 - **Basic Scan** - (Meta Scan) 6–8 Ubuntu Linux VMs for a standard cluster (vCPU, RAM, and storage sized to data volume and required speed)
 - **Deep Scan** - (Full Content Search) (FOI, DSAR) - 16-24 Ubuntu Linux VMs for an optimised cluster (vCPU, RAM, and storage sized to data volume and required speed)
- **Connectivity:** NFS/SMB mounts or S3 endpoints reachable from the cluster
- **Identity and audit:** Integrates with customer identity provider for access control; emits audit logs for SIEM/ITSM
- **Security:** No agents on storage targets. No call home required. Runs in air gapped or segregated networks
- **Performance:** Designed for petabyte scale estates with parallel scanning. Daily rescans supported

Features

- Petabyte scale inventory and classification
- Daily scanning for continuous compliance
- PII and entity detection with pattern matching
- ROT and duplicate detection with configurable policies
- Optional remediation: delete, move, archive, encrypt
- Agentless, storage vendor agnostic (NFS, SMB, S3)
- Dashboards and exportable evidence packs for FOI, DSAR, and audits

Benefits

- **Regulatory readiness:** Faster FOI and SAR responses. Clear retention enforcement and audit evidence
- **Risk reduction:** Smaller attack surface by removing ROT and duplicates. Sensitive data mapped and controlled
- **Cost control:** Storage reclamation and deferred capacity spend by eliminating duplicate and stale data
- **Operational resilience:** Daily insight into change activity to support security monitoring and recovery planning
- **AI enablement:** Clean, labelled corpora with provenance for safe model training and Copilot readiness

Onboarding and Offboarding

Onboarding

- Kick-off and scope confirmation
- Connectivity setup to in scope repositories
- Baseline inventory and first classification pass
- Handover of dashboards and initial findings

Offboarding

- Removal of mounts and credentials
- Export of configuration and audit logs
- Data and metadata remain in the customer environment unless the buyer requests export

Ordering and Invoicing

Lightning IQ will be ordered through Eir business's G-Cloud 15 catalogue entry. Options (Premium Support, Managed Service, Integrations, Remediation) are called off as separate lines. Invoicing follows the agreed pricing schedule and Call-Off terms.

Accessibility and Inclusivity

All customer facing documentation and portals follow common accessibility best practice. Alternative formats are available on request.

Service Roadmap and Change Control

A high-level roadmap can be provided to buyers under NDA upon request. Product changes are delivered via minor and major releases; upgrades are planned within customer maintenance windows and documented in release notes.

Exit Plan

At contract end or upon termination, Eir business will support export of reports and evidence packs, remove access, and provide a short knowledge transfer session. There are no penalties for not renewing the licence. Actions taken within customer storage remain under customer control.

