



DEFENDED SOLUTIONS

Service Definition:

Cloud Hosting

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1. Document Control

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2. Confidentiality

All information shared between the customer and the service provider during the integration of cloud services is considered confidential and will be treated as such. Both parties agree to maintain the confidentiality of sensitive information, including but not limited to business processes, technical details, and proprietary data, unless required by law or mutually agreed upon for specific purposes related to the service integration.

3. Introduction

This document outlines the service offering for integrating cloud services. The purpose is to provide a comprehensive understanding of the cloud services available for integration and their capabilities.

4. Service Overview

The service involves the integration of various cloud services for customers. These services encompass a wide range of functionalities, including but not limited to:

- 👉 Infrastructure as a Service (IaaS)
- 👉 Platform as a Service (PaaS)
- 👉 Software as a Service (SaaS)
- 👉 Data storage and management solutions
- 👉 Networking services
- 👉 Security and compliance features
- 👉 Machine learning and artificial intelligence capabilities
- 👉 Developer tools and integrations

For IaaS and SaaS offerings we provide these through Amazon, Google, Microsoft and our own VMware platform.

All of the services above will be tailored to a customer's specific needs through an initial discovery engagement. We can deliver both greenfield solutions and integration into existing architectures.

Engagements with Defended Solutions can be agreed based on the need but generally will follow the following process;

- a. Discovery and Analysis
- b. Architectural Design
- c. Secure by Design (SbD)
- d. Service Design and Transition plans
- e. Technical\Solution Design
- f. Implementation
- g. Functional\Non-Functional Testing
- h. Security Testing against SbD control sets
- i. Customer Acceptance

These phases can be delivered through either waterfall or Agile framework depending on the customers governance and needs. The process can also be tailored to enable us to support a customer in the initial Discover and Design phases then got to tender or inhouse for the implementation.

5. Responsibilities

Customer Responsibilities:

- ✔ Provide accurate and timely information required for integration.
- ✔ Ensure compliance with security and access control measures.
- ✔ Participate in testing and validation activities as needed.
- ✔ Maintain communication channels for updates and feedback.

Service Provider Responsibilities:

- ✔ Provide documentation and guidance for integrating cloud services.
- ✔ Ensure availability and performance of integrated services.
- ✔ Monitor and respond to incidents and service disruptions promptly.
- ✔ Collaborate with customers on troubleshooting and issue resolution.

6. Fault Reporting and Incident Management

- ✔ The service provider will categorize and prioritize reported issues based on severity and impact on business operations.
- ✔ Incident management processes will include identification, logging, investigation, resolution, and closure of reported faults and incidents.
- ✔ Regular updates and communication will be provided to customers during incident resolution.
- ✔ Customers should report faults and incidents through designated channels provided by the service provider.

7. Incident Logging Requirements

- ✔ Incidents will be logged with detailed information including:
 - ✔ Date and time of occurrence
 - ✔ Description of the incident
 - ✔ Impact on services and users
 - ✔ Actions taken and resolutions applied
 - ✔ Follow-up actions or recommendations
- ✔ Incident logs will be maintained securely and accessible only to authorized personnel.

8. Service Levels

- Service levels will be defined based on agreed-upon metrics such as availability, response times, and performance targets.
- Service level agreements (SLAs) will outline commitments regarding service availability, maintenance windows, and support response times.
- Regular service performance reviews will be conducted to ensure compliance with SLAs and identify areas for improvement.

9. Escalation Paths

- Escalation paths will be established for handling escalated incidents or unresolved issues.
- Escalation levels may include technical support teams, management escalation points, and executive-level contacts.
- Clear communication channels and escalation procedures will be documented and shared with relevant stakeholders.

10. Onboarding and Offboarding Support

- We provide comprehensive support during the onboarding process, including setup, configuration, and training on cloud services.
- Offboarding support ensures a smooth transition and secure data transfer when terminating services.

11. Levels of Data Backup and Restore

- Multiple levels of data backup are available, including regular backups, incremental backups, and disaster recovery backups.
- Restore processes are designed for speed and reliability, ensuring minimal data loss in case of disruptions.

12. Disaster Recovery

- Robust disaster recovery plans are in place to minimize downtime and data loss during emergencies.
- Failover systems and redundant infrastructure ensure business continuity and data integrity.

13. **After Sales Support**

- ♥ Our after-sales support includes ongoing monitoring, maintenance, and optimization of cloud services.
- ♥ We provide timely updates, patches, and upgrades to keep your systems secure and efficient.

14. **Outage Management**

- ♥ Outage management procedures are implemented to quickly identify and resolve service interruptions.
- ♥ Communication protocols ensure transparent and timely updates to stakeholders during outages.

15. **Cloud Hosting Locations**

- ♥ We offer cloud hosting services with data centres located in strategic locations across the UK.
- ♥ This geographic diversity enhances performance, compliance, and data sovereignty for UK-based customers.

16. **Access to Data on Contract Termination**

- ♥ Upon contract termination, customers have secure access to their data for migration or retrieval purposes.
- ♥ Data access protocols comply with regulatory requirements and contractual agreements.

17. **Security and Governance**

- ♥ Security measures include encryption, access controls, authentication mechanisms, and regular security audits.
- ♥ Governance policies ensure compliance with data protection regulations, industry standards, and best practices.

18. Complaints

- 👉 Customers can lodge complaints related to service quality, response times, or other issues through designated channels.
- 👉 Complaints will be logged, investigated, and addressed in accordance with established procedures.
- 👉 Feedback from complaints will be used to improve service delivery and customer satisfaction.

19. Conclusion

Our cloud services integration offering is designed to empower your organization with agility, innovation, and resilience. By partnering with us, you gain access to a suite of cloud services tailored to your needs, backed by robust incident management processes, clear service levels, effective escalation paths, and a commitment to confidentiality and customer satisfaction. Let us embark on this journey together and unlock the full potential of cloud technology for your business success.