



Service Definition Document

Iomart VMware Cloud

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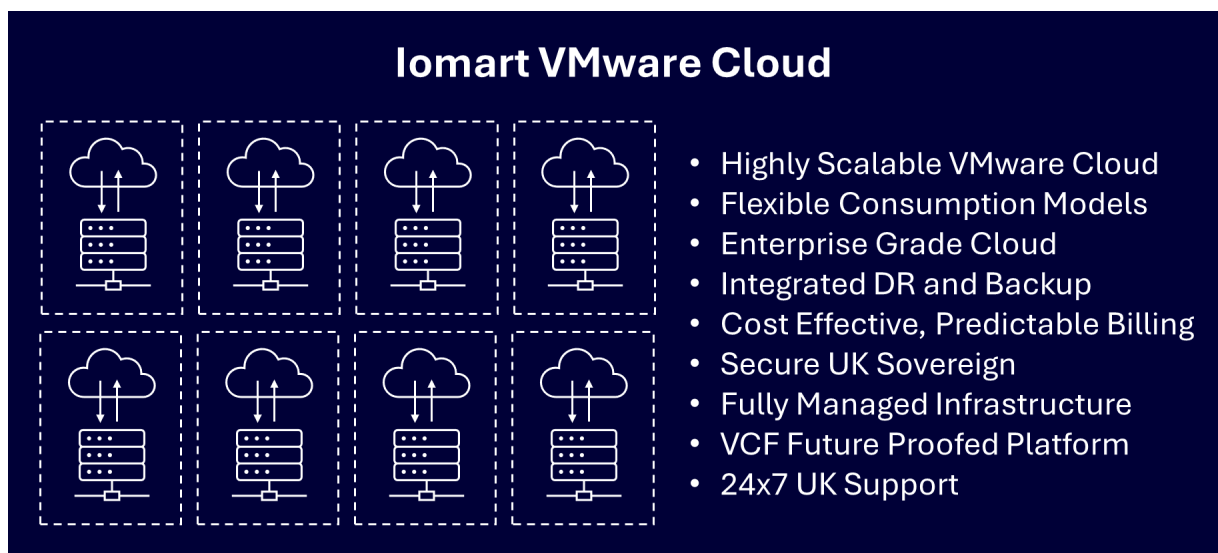
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Service Overview

What is Iomart VMware Cloud?

Iomart VMware Cloud is a trusted, connected, flexible, and secure multi-tenant cloud platform architected on the latest VMware Cloud Foundation® (VCF) best practices. The platform provides the control and scalability typically associated with hyperscale public cloud. The service is delivered via a secure web portal with a familiar and intuitive interface, alongside extensive APIs to enable self-service provisioning of VMs, Storage, Networking and Security; additionally, the platform provides a fully integrated solution for backup and disaster recovery.

Iomart VMware Cloud empowers organisations to harness the full potential of cloud while maintaining the familiarity and control of traditional VMware environments. This platform bridges the gap between on-premises and public cloud, offering a truly hybrid solution for modern businesses. The platform is overseen by our team of certified VMware professionals, who manage all aspects of the underlying infrastructure including compute, storage, and networking. They ensure continuous service and capacity availability, while also maintaining the platform's security by promptly applying necessary security patches.



Who is this Service Designed for?

The service is designed for organisations looking to move to a cloud consumption model, quickly accelerating compliance and platform security by migrating workloads onto the latest VCF architected VMware cloud platform running on latest performant server technologies; Our certified platform teams ensure ongoing compliance and patching of the infrastructure, capacity management at scale to ensure platform has resource available and performance when needed.

Moving to Iomart VMware Cloud allows you to embrace cloud benefits, ensuring you continue to use existing VMware tools and skills within your business. Free up your IT teams to focus on core business objectives while Iomart manage the platform infrastructure and security.

Additional Services

Iomart optionally provide fully managed services, ideal to enhance your in-house technical resources or where you wish to alleviate the management burden from your current team. Our managed services encompass a wide range of capabilities across Security, Server Management, and Data Protection (see Managed Services section).

What Features does the Service Deliver?

Self Service Provisioning

You have complete control of your organisation Virtual Data Centre (VDC) through the VMware Cloud Director management portal; your organisation URL and credentials are provided when your VDC has been provisioned; Initially we will provision all VMs as defined within the order, this is your initial commitment. Within the portal you are presented with a dashboard that gives you a view across your VDCs, showing resource usage, total number of VMs, total vCPU, Memory, and Storage. You will then be able to access and configure and manage VMs, vAPPs, storage, networking, security, perimeter and distributed firewalls, along with backup and disaster recovery.

Being a self-service platform, you can increase resources as needed, any resources above the commit will be billed as overage at current RRP and will be included in your next monthly invoice. You can also increase your resource commit at any time, and this will be co-termed alongside existing order.

Virtual Machines

Optimise your workload performance with our selection of virtual machine configurations. We offer a range of predefined 't-shirt' sizes, specifically designed to cater for all workload types. These VM sizes ensure you have the right resources to meet your specific workload requirements. All virtual machines are available with either Windows or Linux as the guest operating system.

VM Name	vCPU (2.0 GHz per vCPU)	RAM
GP1-4	1	4
GP2-4	2	4
GP2-8	2	8
GP4-16	4	16
GP8-32	8	32
GP16-64	16	64
GP24-96	24	96
GP32-128	32	128
HM1-8	1	8
HM2-16	2	16
HM4-32	4	32
HM4-64	4	64
HM8-64	8	64
HM4-128	4	128
HM8-128	8	128
HM16-128	16	128
HM16-192	16	192

OS Licensing Options

The price of all virtual machines includes licensing for Microsoft Windows Server or Linux depending on the chosen OS. Additionally, we offer VM templates for the latest supported versions of Windows Server, ensuring quick and easy deployment.

Storage

Iomart VMware Cloud utilises reliable, fast SSD storage that is essential for modern, performance-critical IT environments.

Virtual Cloud Storage	Fast SSD Storage, suitable for all workload types, including high transactional databases.
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Data Protection

Iomart VMware Cloud benefits from fully integrated data protection for backup and disaster recovery.

Backup

This self-service capability is available via the management portal, providing ransomware protection from an immutable file system.

Our backup solution offers both local, and local and remote solutions. Local backup writes to the same data centre region as your production workloads enabling rapid workload restoration. Local and remote writes to both the primary and secondary data centre region adding further resilience and aligning with the best practice 3-2-1 data protection strategy. We offer this service across both London and Maidenhead data centres.

The following policies are available:

Policy	RPO	Retention	Options
GOLD	24 Hours	30 Daily – 12 Weekly – 12 Monthly	Local/ Local & Remote
SILVER	24 Hours	30 Daily – 6 Monthly	Local/ Local & Remote
BRONZE	24 Hours	14 Daily – 4 Weekly – 3 Monthly	Local/ Local & Remote

Disaster Recovery

The integrated DR solution is designed to ensure business continuity, minimise downtime, and optimise disaster recovery operations. Continuous replication ensures that critical workloads are protected and readily available in the event of a physical disaster or cyber security event in the data centre or within your environment with minimal data loss thanks to low recovery point objectives (RPOs). The solution supports application-consistent replication, ensuring that applications can restart without data corruption or loss.

Iomart VMware Cloud integrated DR solution delivers robust disaster recovery capabilities with high efficiency, cost-effectiveness, scalability, and business resilience.

Iomart offer the following Disaster Recovery Policies

Policy	RPO	Ideal for
GOLD	15 Minutes	Critical applications where any data loss or downtime could result in financial or reputational damage, or a total loss of operational functions.
SILVER	2 Hours	Important , but not mission critical. Business applications where some data loss is tolerable without major impact, e.g., internal business systems, HR, Payroll, CRM, etc.
BRONZE	4 Hours	Non-critical applications or services where data changes infrequently and longer recovery windows are acceptable.

Connectivity and Bandwidth

Unlike the public cloud providers, we include outbound data transit in the VM price, this ensures your monthly billing is consistent and predictable.

Outbound Data Transit	10TB Outbound Data included per VM/month
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Network Security

Gateway Firewall

Gateway Firewall secures the VDC perimeter from the outside world; when deployed alongside the Distributed Firewall, it extends unified protection across the entire infrastructure.

Distributed Firewall

Distributed firewall monitors all east-west traffic within your VDC and across your virtual machines, and mitigates risks from internal threats, such as compromised devices, insider threats, or unmitigated vulnerabilities by restricting lateral movement within the network. This uses a Zero Trust Model by applying security policies at the VM level and inspecting all traffic before passage, regardless of its source.

IPsec VPN

Both policy-based and route-based IPsec VPNs are supported for site-to-site connectivity allowing secure communication between various locations or data centres.

3rd Party Firewall

Iomart VMware Cloud also works with our Cloud Firewall, which uses Barracuda CloudGen technology. This fully managed solution delivers all the modern security capabilities you would expect from a leading network security technology provider. The SASE aligned security portfolio offers up to 20Gb/s of inline traffic inspection, protecting against malware, delivering advanced threat protection to protect against novel threats, and managed zero trust client access, to replace the ageing paradigm of remote access VPNs.

Identity & Access Management

Our virtual cloud platform is designed for complete self-management. You have access to your own dedicated customer portal, empowering you to fully control and manage your Virtual Data Centre (VDC) environment—including provisioning and managing virtual machines, networks, firewalls, backups, and disaster recovery, all through an intuitive web interface

You can also integrate your preferred identity and access management solution—such as Active Directory—directly with your Iomart VMware Cloud environment. This integration enables seamless single sign-on (SSO), centralised user authentication, and granular policy enforcement, giving you end-to-end control over access and security policies across your cloud services

Many of our customers use an identity service, most commonly Microsoft Active Directory, to manage user access. As part of our Iomart cloud offering, we can deploy and configure multi-factor authentication (MFA) solutions from either Microsoft or Duo Security. This added layer of security helps protect your cloud platform and business data from credential theft and unauthorised access, ensuring robust identity protection for your organisation

DDOS Protection

Our cloud platform includes built-in DDoS mitigation designed to protect the entire infrastructure. For enhanced security, customers can choose to add dedicated DDoS protection tailored to their specific IP range for an additional fee.

Availability

Iomart Cloud is currently available in two regions, more than 40Km away from one another, in central London and Maidenhead. Each of these has a vast amount of resource available and ready to be used. The platform is capacity managed to ensure capacity is readily available allowing you to scale resource on demand.

Management Controls

VMware Self Service Portal

The portal offers a user-friendly HTML5-based GUI that allows you to easily access and manage your VMware cloud resources. Users can perform a wide range of tasks, including creating virtual machines, provisioning resources, and running VMs, all through the self-service interface.

API

Iomart Cloud can be controlled via developer-friendly APIs, letting users programmatically control every aspect of their VMware cloud environment using an Infrastructure as Code paradigm.

Essential Support

As standard, we are responsible for the availability and monitoring of the underlying infrastructure, networking, and ensuring the platform has sufficient capacity and is running at optimal performance. We provide reactive support during business hours to assist you with any issues within your VDC. This includes 1st and 2nd line technical support from our certified VMware technical support team, along with access to an online support knowledge base. This service is ideal if you have skilled VMware engineers within your IT team. If not, we recommend our Complete Managed Service detailed below.

Related Managed Services

This section references related Iomart services that are optional, they can be purchased individually and are designed to offer enhanced management around specific areas of your Iomart VMware Cloud tenancy.

Complete Managed Support

This service is designed to support the management of your VDC by providing you access to our team of VMware Certified Engineers. Iomart will take full responsibility for the ongoing setup, configuration, and monitoring of your VDC, covering all key aspects of its management.

- Event management and monitoring of your VDC to ensure availability and performance of configured resources (excluding the guest operating system and applications).
- 1st, 2nd, and 3rd line technical support for issues related to your workloads running on the platform (excluding the guest operating system and applications).
- VM management, including, provisioning, deletions, cloning, import/export, start, stop, resize, modify memory, vCPU, create snapshot
- Storage management, including, deploy, remove, update, delete data disk; increase disk size, increase VM storage
- Network management, including, Firewall, DNS, VLAN, VPN, NAT Rules
- Manage Internet Connectivity
- Configure VMs into Backup policy *

* This involves adding new VMs into a backup policy, it does not include monitoring backup performance restoration of files of VMs, or testing backup integrity– for this you will require the Managed Backup Service (see below)

By offloading technical aspects of ongoing setup, configuration, and monitoring to our certified experts, you can focus on core business activities and pivot IT resources to managing line of business applications rather than underlying infrastructure.

Server OS Management

The Server OS Management Service provides the management of Windows and Linux Operating System (OS) instances for virtual or physical servers (“Operating System”). This service includes the monitoring, patching, anti-virus, backup and regular health-check activities.

By offloading technical aspects of server management to Iomart certified experts, clients can focus on their core business activities. Iomart manages the complex tasks such as server configuration, maintenance, software updates, and security management.

Managed Backup

Our Managed Backup service provides the backup and storage of agreed Customer Data for the purpose of data protection and resilience. The back up copy is used to restore or recover the Customer Data in the event of corruption, deletion, or loss of the Customer Data.

Managed Disaster Recovery

Our Managed Disaster Recovery Service provides the capability to failover virtual machines and reinstate them in a secondary, geo-redundant site (Our data centre or customer premises) in the event of a disaster. The service also provides scheduled testing of the failover and recovery processes, and the subsequent failback and restoration of the agreed virtual machines to the primary platform when the disaster has been remediated, and normal operation are resumed.

Service Transition

As a Managed Services Provider, customer satisfaction is of the utmost importance to Iomart and as such, a positive and successful Service Transition stage is paramount. The Iomart project approach is based on the PRINCE2 framework, and we also recognise that modern technology transformations rely on the ability to remain responsive and offer agile and practical solutions. All projects are comprised of three high-level milestones:



Our approach is underpinned by a strict adherence to proven project and risk management methodology and techniques that ensure that Iomart can meet customer objectives to budget, in a timely manner and mitigate the risks associated throughout.

Project Roles & Responsibilities

Role	Responsibilities
Project Manager	Manage overall delivery of the project Provide leadership and guidance to the project team First point of contact for during the project Daily/Weekly status updates to all stakeholders throughout the project Manage third parties and their responsibilities Project Governance Manage RAID log (Red-Amber-Green, RAG, Status) Manage and maintain the Project Plan Communication management Quality assurance throughout the project Change Management Risk management Monitor and manage Iomart resources for delivery Delivery of Project documentation – knowledge transfer
Account Manager	Monitor and review any changes proposed and discuss any commercial impact
Solution Owner/ Solution Architects	Design Lead throughout all stages of the project
Lead Deployment Engineer (Deployment team)	Lead all deployment and build activities throughout the project Manage and coordinate other deployment engineers, network team and any subject matter experts required
Subject Matter Experts	Provide guidance and knowledge to Project team Support Lead Deployment engineer in deployment/build phase

Project Documentation

Throughout the project, Iomart will utilise and deliver key project documentation, to ensure successful and regular communication. Documentation could include:

- Project Plan
- Project Initiation Document
- User Acceptance Testing Plan and Sign Off
- Platform documentation
 - RAID log, RAG rated, highlighting:
 - the **R**isks associated with the delivery and mitigating actions
 - the tracked **A**ctions ensuring it's clear who's doing what
 - the **I**ssues that are monitored and progressed to resolution where possible
 - any project **D**ependencies
- Meeting minutes from internal/external meetings
- Weekly highlight reports to show continual progress, highlights, and lowlights
- Change request documentation when managing the overall scope of the project
- Project closure documentation
- Customer Handover Document and Welcome Pack

Exit Planning

If you wish to transition to an alternative supplier, Iomart will work with you and the new supplier to ensure an efficient and seamless transition. Like our implementation process, our exit process will ensure that all stakeholders are engaged, risks are identified and mitigated, and that a clear programme of works is documented and communicated.

Upon confirmation of transition, Iomart will engage with you to create a Statement of Work and present a services package that will ensure a successful move.

The topics to be discussed include:

- Data migration
- Simultaneous use (if needed)
- Handover of projects in progress (if applicable)
- Final period report(s)
- Final period invoice(s)

You can be assured of minimal disruption during the transition, therefore allowing you to focus on business-as-usual activities.

Please see our Terms and Conditions for further detail.

Why Iomart

For over 25 years, we've helped businesses design, implement, and optimise secure resilient, cost-efficient cloud solutions. Our professional services accelerate cloud adoption, while our managed services keep you secure and continually optimised.

We maintain VMware by Broadcom Pinnacle partner status, the highest partner status, and are 1 of 100 worldwide Partners – as such we are invested and aligned with Broadcom to continuously deliver and innovate, utilising the latest VMware by Broadcom technology stack and our inhouse technical expertise with VMware certified R&D, engineering and 24x7 UK based support teams.

Iomart VMware Cloud is delivered out of our wholly owned, secure Tier 3 data centres located in prime sites in London and Maidenhead. The platform follows a VMware Validated Solutions (VVS) design, delivering scale and performance through a pre-validated set of software components that delivers a multitenant cloud in a predictable and efficient manner.

As a VMware Pinnacle Partner, we bring industry-leading expertise and exclusive access to the latest insights, innovations, and technologies to keep your business ahead.



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