



Service Definition Document

Iomart Private Cloud

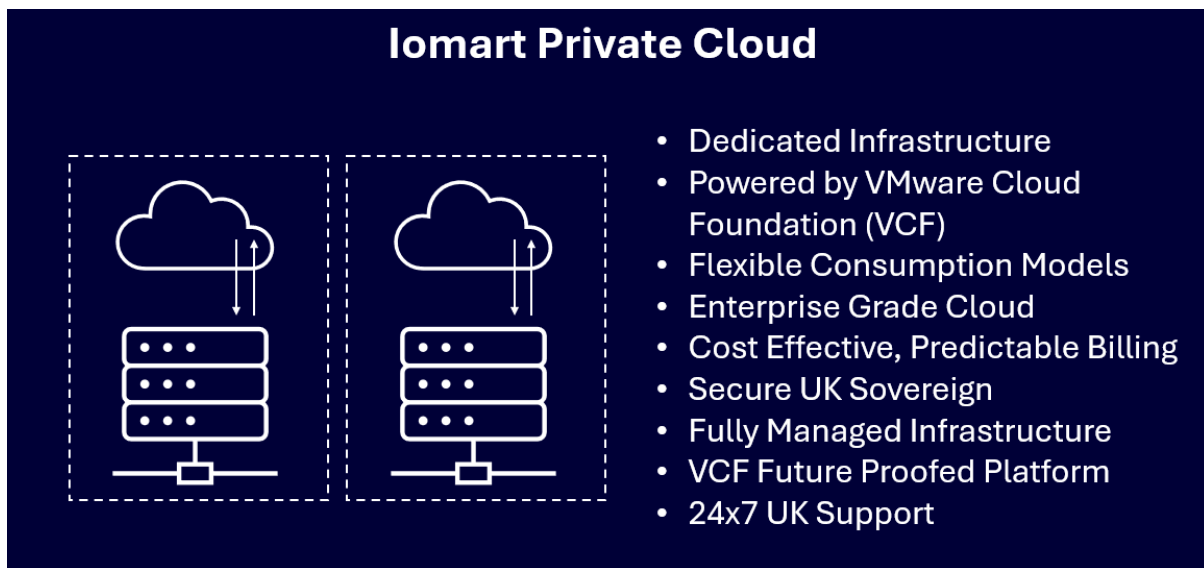
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Solution Overview

What is Iomart Private Cloud?

Iomart Private Cloud is designed for workloads requiring data sovereignty, heightened security to satisfy regulatory compliance, or where workloads demand guaranteed performance without the risk of contention with other tenants. The Iomart Private Cloud leverages state-of-the-art VMware Cloud Foundation (VCF) technology from Broadcom, combining the flexibility and breadth of capability of public cloud with the robust security and high-performance characteristic of a private cloud. This service description outlines the capabilities of the Iomart Private Cloud offering.



A Modern Private Cloud

Iomart Private Cloud redefines the modern private cloud experience, offering a powerful alternative to traditional architectures by combining public cloud agility with enterprise-grade control, automation, and security—delivered as a fully managed service or through an augmented support model.

For organisations looking to modernise their IT infrastructure without the complexity of self-management, our Private Cloud solution provides a unified, software-defined platform that supports both virtual machines and containerised workloads, as well as AI/ML workloads.

And as a modern solution built on VMware Cloud Foundation, security and resilience are at the forefront with native hardware and network security, web application security, and options for cyber and disaster recovery.

Automated lifecycle management and policy-driven operations reduce operational burdens, and enable cost-efficient scalability, allowing you to benefit from a streamlined cloud experience backed by our expert support.

By leveraging advanced technologies such as GPU acceleration, memory tiering, and high-performance networking (including NSX, vSAN, and distributed firewalling), we enable you to run more workloads per server and scale seamlessly with business demand. Our platform's intrinsic automation – from deployment to patching and upgrades – is fully managed by us, reducing operational overheads and ensuring consistent performance and compliance.

With native Kubernetes support, we empower development teams to build and deploy modern applications rapidly, while IT teams retain full visibility and control. The platform also supports hybrid and multi-cloud strategies, allowing workloads to span on-premises, edge, and public cloud environments with consistent infrastructure and governance.

Additional capabilities such as AI-ready infrastructure, zero-trust security, disaggregated HCI, and intelligent workload placement ensure that our managed Private Cloud is not only robust today but also future-proofed for tomorrow's demands—delivering agility, resilience, and innovation at scale.

Key Characteristics of the Service

- Dedicated Infrastructure hosted in an Iomart UK Tier3 Data Centre – this guarantees performance and provides granular, uncontested control of your workloads.
- Iomart Private Cloud empowers data sovereignty and delivers enhanced security that ensure you meet complex regulatory and compliance challenges through native benchmarks that monitor your environment against your chosen frameworks.
- Flexible configuration options based on your specific requirement; our private clouds are powered by the latest generation Dell servers with dedicated NVMe storage ensuring guaranteed performance and reliability.
- Leveraging the latest VMware Cloud Foundation (v9.x), we tailor the platform to your specific needs—whether you require virtual machines, containers, data services, or an AI cloud environment. We collaborate with you to design, deliver, and configure the ideal solution, while ensuring robust operational management and security throughout the platform.
- Advanced security features are integrated throughout the platform, including Distributed Firewall, enabling effective segmentation of east-west traffic minimising lateral movement of threats within the vDC.
- The platform is supported by 24/7 monitoring and multi-layered protocols. Additionally, the platform has integrations into the Iomart Group SOC service.
- As a Commvault Elite partner, we offer complete Commvault backup solutions supported by our expert certified engineers. We can also integrate VCF9-compliant backup solutions from other vendors
- Built on VMware Verified Architecture, leveraging VCF for robust, enterprise-grade cloud infrastructure; the platform is designed to be highly available and automatically detect failures and ensure continuous workload uptime by restarting virtual machines on healthy hosts.
- The platform is backed by an up to 99.99% availability SLA, ensuring high reliability.

- Platform management and support is delivered by our VMware-certified engineers, ensuring expert oversight and support.
- Our network is specifically designed for secure, high-capacity transit, and scalable cloud and connectivity services into major telco suppliers as well as the public cloud. Our network is wholly owned and supported by an extensive UK-wide dark fibre backbone with DDoS protection spanning our UK core.

Who is this Service Designed for?

Our Private Cloud service is designed for organisations that require their own private cloud environment to address strategic needs such as data sovereignty, regulatory compliance, enhanced security, or specialised performance demands for mission critical workloads. Iomart Private Cloud is uniquely positioned to meet all of these requirements, providing the control and assurance your organization needs.

VCF delivers a public cloud experience with the performance, security, and sovereignty you expect from a private cloud; we work with you to bring together the components in the VCF toolbox to deliver a performant, flexible solution that meets your requirements for now and the future.

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.

Management Options

Platform Management

Iomart assumes responsibility for the management of the private cloud platform, overseeing both the core infrastructure and VCF platform administration. By default, customers are provided with self-service access to the platform, enabling them to manage certain elements independently. However, access to specific areas may be restricted, with limitations determined by the chosen deployment model.

Professional Services

To support customer deployments and configurations, Iomart offers comprehensive professional services. The professional services team possesses extensive expertise and holds certifications in VCF management, ensuring that customers receive informed guidance and technical support throughout their deployment journey.

Managed Services

Customers benefit from a streamlined, hands-off experience as our certified professionals oversee designated areas of the platform. This managed approach is particularly suited to organisations that wish to alleviate their internal teams from routine management

responsibilities. Through expert oversight, we ensure optimal platform performance and robust security. The managed services encompass virtual machines (VMs), containers, networking, data protection, and security.

By providing these management options, Iomart empowers each organisation to select the approach that best fits their technical expertise and business objectives, ensuring flexibility and alignment with individual requirements.

Flexible Modular Design

The Iomart Private Cloud is architected in line with the VMware Verified Design framework. This approach is grounded in established industry best practices and has been rigorously tested by VMware. By adhering to these standards, Iomart ensures a reduction in operational complexity, while simultaneously strengthening security and compliance measures throughout the environment. Furthermore, this design philosophy guarantees consistency across deployments and provides a solid foundation for accommodating future software upgrades and enhancements.

A key requirement for implementing a VCF Private Cloud is the establishment of a dedicated management domain, alongside multiple separate workload domains. To streamline deployment and management, we offer standardised configurations for both management and workload domains. These enable organisations to select domain sizes tailored to their specific performance requirements. Details of available sizing options are outlined below:

Management Domain Host Sizing (minimum 4 hosts)

Option	CPU Cores	RAM	Storage (NVMe)
Small	16	256 GB	25 TB
Medium	32	512 GB	25 TB

Workload Domain Host Sizing (minimum 3 Hosts)

Size	CPU Cores	RAM	Storage (NVMe)
Small	16	256 GB	25 TB
Medium	32	512 GB	25 TB
Large	64	1.5TB	25 TB

Additional Storage Blocks

Storage (NVMe)
6.4 TB

Default configuration of compute, storage, networking to support VMs and Containers, Distributed Firewall, VCF Operations

Connectivity and Bandwidth

Outbound Data Transit

Unlike many public cloud providers, our platform incorporates outbound data transit within the standard platform cost. By doing so, we eliminate additional or unexpected charges for outbound data, providing you with transparent and predictable recurring costs. This approach ensures that you can plan and manage your IT expenditure with confidence, without concerns about fluctuating costs related to data egress.

Optional Advanced Capability

VMware Live Site Recovery

VMware Live Site Recovery delivers powerful protection and recovery for VMware Cloud Foundation workloads. You can protect applications and data from modern ransomware and other disasters across private cloud environments.

VMware Live Site Recovery is an extension within the VCF software stack that delivers a business continuity and disaster recovery solution that helps you plan, test, and run the recovery of virtual machines. You can replicate virtual machines by using array-based replication, vSphere Replication, Virtual Volumes replication, or a combination of all three types. VMware Live Site Recovery can discover and manage replicated datastores and automate migration of inventory from one vCenter Server instance to another.

Combined with our Managed Disaster Recovery service, we can offer full management of the DR toolset and support invocation of live disaster events.

VMware Advanced Cyber Compliance

Engineered to elevate security policy compliance, cyber risk management and platform security for organizations who operate in heavily regulated environments, or who simply want more robust functionality to support their critical business needs.

VMware Advanced Cyber Compliance combines the power of proven VMware technologies with new capabilities to holistically address pressing challenges organizations face as regulatory compliance requirements become increasingly stringent and cyberattacks more sophisticated.

The offering builds on a robust set of compliance management and infrastructure availability capabilities that are already built into our core platform and available to customers with core VCF entitlements

Data Services Manager (DSM)

Database as a Service (DBaaS) solution for VCF environments. It enables on-demand provisioning, automation, and management of databases including PostgreSQL and MySQL.

The DSM acts as an orchestrator, simplifying and centralising management of databases running in your private cloud environment extending to automation, data protection, and lifecycle management of databases and database engines.

Advanced Security

vDefend Advanced Threat Prevention (ATP) is an additional license available within VCF which extends network and environment security to include intrusion detection and prevention (IPS/IDS), network traffic inspection and analysis, and a deep anti-malware engine that extends detection and prevention from the host into the guest OS file systems, processes, and registry activities.

In addition, the ATP module enables network detection and response (NDR) which aggregates and correlates signals from your environment into actionable intelligence that can be inspected by security analysis in the native tools or exported to SIEM / SOAR tooling of your choice using syslog or REST APIs.

Advanced Load Balancer

VMware Avi Load Balancer provides local and global load balancing, Kubernetes ingress, web application firewall and application analytics across on-premises data centres and any cloud. Avi is an API-first and self-service software-defined platform that delivers applications consistently across bare metal servers, virtual machines and containers to ensure a fast, scalable, and secure application experience.

Specialised Compliance Packs

VCF Operations offers a range of specialised compliance packs that can be configured within your platform. These packs cover widely recognised standards, including PCI DSS, HIPPA, ISO, FISMA, DISA, and SOX. Additionally, Iomart can collaborate with you to develop custom compliance policies, ensuring that your organisation's unique requirements are fully addressed.

Private AI

Private AI comprises a suite of integrated services and infrastructure features within VCF, specifically designed to empower organisations to securely deploy, manage, and operationalise AI workloads. This solution is particularly well-suited for use cases that demand high levels of privacy, robust data governance, and strict regulatory compliance, all within the confines of a private cloud environment.

As a bespoke offering, VCF Private AI can be tailored to meet the unique requirements of your organisation. During the consultancy phase, Iomart collaborates with specialist partners to design and deliver an infrastructure that fully supports your AI platform needs. This approach ensures that every aspect of your AI workload—from deployment to operational management—is aligned with your organisation's specific privacy and compliance objectives.

Optional Managed Services

Iomart offers a comprehensive suite of fully managed services, which are particularly beneficial for organisations seeking to augment their existing in-house technical capabilities or for those aiming to reduce the operational workload on their current teams. These managed services are designed to address a broad spectrum of requirements, including Security, Cyber Resilience, Data Protection, and Server Management, among others. For further details on these offerings, please refer to the Managed Services section.

All related Iomart services referenced in this section are entirely optional and can be procured individually. Each service is tailored to provide enhanced management and support for specific aspects of your Iomart VCF Private Cloud environment, allowing you to select the solutions that best meet your organisation's particular needs and operational objectives.

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.

Managed Security

The Guardian Security Service is a Managed Detection and Response service that provides continuous monitoring of your IT systems (users, workstations, devices, infrastructure) to detect and respond to indicators of compromise. The service consists of; Our Security Operations Centre ("SOC") and Our Security Incident and Event Management ("SIEM") tool which correlates logs and events, performs aggregation, and provides analytics. Our SIEM tool is integrated with Our IT Service Management ("ITSM") tool, which SOC analysts use to manage monitoring, incident management, and threat hunting activities

Why Iomart

For over 25 years, we have 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, performant, and continually optimised.

We are among 100 partners globally who maintain VMware by Broadcom Pinnacle partner status, the highest partner status. This speaks to our investment and alignment with Broadcom to continuously deliver and innovate, utilising the latest VMware by Broadcom technology stack, and harbouring inhouse technical expertise with VMware certified R&D, engineering and 24x7 UK based support teams.

Iomart Private Cloud can be delivered and managed from our wholly owned, secure Tier 3 data centres in London and Maidenhead, or out of your own data centre. All solutions follow a VMware Validated Design, delivering scale and performance through a pre-validated set of software components that delivers 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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