

Service Definition Document

iSaaS Systems Network Services

Rosebud Cloud Solutions

G-Cloud 15 – Lot 2a: Infrastructure Software as a Service (iSaaS)

1. Overview

Rosebud Cloud Solutions' *iSaaS Systems Network Services* provide scalable, cloud-based network infrastructure software and management capabilities designed for public sector environments. The service supports software-defined networking (SDN), application delivery, traffic optimisation, performance monitoring, and centralised operations control. Integrated with Microsoft Azure, the service enhances resilience, visibility, and governance while enabling secure, flexible deployment across hybrid, public, and private cloud environments.

2. Service Summary

Service Name

iSaaS Systems Network Services

Service Type

Lot 2a – Infrastructure Software as a Service (iSaaS)

Service Description

Rosebud's network infrastructure software provides SDN configuration, automated monitoring, real-time traffic analysis, policy enforcement, and application delivery optimisation. The service improves operational efficiency, reduces downtime, and strengthens compliance through integrated Azure-based governance and secure remote management.

Service Categories

- Systems Infrastructure Software
- Network Infrastructure Software
- Network Application Delivery
- Software-Defined Networking (SDN)
- Network Management
- Network Performance Management (NPM)

- Network Operations Management (NOM)

Multi-Cloud Support

Yes – supports public, private, and hybrid Azure-based deployments.

3. Service Features and Benefits

3.1 Features

- Software-defined networking (SDN) configuration and control
- Automated network performance monitoring
- Real-time traffic analysis and optimisation
- Role-based access and policy enforcement
- Fault detection and alerting
- Application delivery and load balancing
- Centralised network operations dashboard
- Integration with Azure and hybrid environments
- Customisable network configuration templates
- Secure remote management capabilities

3.2 Benefits

- Improved network visibility and control
- Faster issue detection and resolution
- Scalable infrastructure for growing organisational needs
- Enhanced security and access governance
- Reduced downtime and service disruption
- Optimised application performance
- Simplified network management workflows
- Lower operational overhead
- Compliance-ready monitoring and reporting
- Flexible deployment across cloud or on-prem environments

4. Service Scope

4.1 Included

- Access to Rosebud's Azure-integrated network management platform
- SDN configuration and policy setup
- Performance monitoring and traffic analytics
- Fault detection and alerting configuration
- Application delivery and load balancing setup
- Centralised dashboard for network operations
- Secure remote management capabilities
- Standard onboarding and documentation

4.2 Not Included

- Bespoke integrations requiring additional engineering
- Third-party licensing costs
- Custom development beyond standard Azure and SDN capabilities
- Onsite support (available at extra cost)
- Extended support packages (quoted separately)

4.3 Add-ons and Extensions

- Software add-ons or extensions: **No**

5. Cloud Deployment Model

- Public Cloud
- Private Cloud
- Hybrid Cloud

6. Service Constraints

- Dependent on Microsoft Azure availability and buyer-managed configurations.
- Deep customisation or bespoke integrations may require additional scoping and cost.
- Performance and monitoring rely on buyer-enabled telemetry and correct access setup.

- Some third-party tools may require separate licensing.
- Onsite training is subject to scheduling and may incur additional charges.
- Data sovereignty must be configured by the buyer to meet compliance requirements.
- Buyer-led changes outside agreed parameters may affect service stability or support.
- All constraints are reviewed during onboarding and documented in the service agreement.

7. System Requirements

- Role-based access control (RBAC) configured
- Defined IP ranges and firewall rules
- Secure virtual network setup
- Azure Monitor and Log Analytics enabled
- API access for integration
- Stable internet connection and sufficient bandwidth

8. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

9. User Support

9.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

9.2 Support Response Times

- 1-hour initial response
- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

9.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

9.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

9.5 Accessibility

Compliant with EN 301 549.

10. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**
- Customisation: **No**

11. Pricing

Pricing is provided during discovery and quotation, based on:

- Scope of network integration
- Required support levels
- Resource consumption
- Optional onsite or extended support services

12. Onboarding and Offboarding

12.1 Onboarding

- Discovery and requirements validation

- Access and permissions setup
- Integration with Azure networking, Monitor, and Log Analytics
- Configuration of SDN policies, monitoring, and alerting
- Knowledge transfer and documentation

12.2 Offboarding

- Removal of access permissions
- Export of logs, configurations, and monitoring data (where applicable)
- Decommissioning of service components
- Optional offboarding support available at extra cost

13. Security and Compliance

- Built on Microsoft Azure's security and compliance framework
- Supports RBAC and least-privilege access
- Aligns with public sector governance and ITIL practices
- Data residency aligned with Azure region selection

14. Service Management

Rosebud provides ITIL-aligned service management, including:

- Incident management
- Change management
- Problem management
- Capacity and performance monitoring
- Governance reporting

15. Technical Roadmap

Rosebud continues to enhance the service in line with Azure and SDN platform evolution, including:

- Expanded automation and orchestration capabilities
- Enhanced analytics and AI-driven network insights
- Additional governance and compliance tooling

