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Infrastructure Assessments | Datacentre & Cloud - Service Definition Document

Version: 1.9

Lot: Cloud Support (Lot 3)

Last Updated: 12th January 2026

1. Service Overview

Commercial Nexus (“CNX”) provides a comprehensive Infrastructure Assessment service designed to help NHS organisations evaluate, modernise, and optimise their digital estates. The service delivers a complete review of current datacentre infrastructure, cloud readiness, performance, security, and cost efficiency.

Our structured methodology assesses on-premise infrastructure, virtualisation platforms, application hosting, storage, and backup arrangements, business continuity, and alignment to NHS best practice. Each assessment results in an evidence-based roadmap outlining modernisation opportunities, target architecture recommendations, risks, and an options appraisal to support future infrastructure planning.

2. Service Features

- Comprehensive assessment of datacentre infrastructure covering compute, storage and networking.
- Detailed cloud readiness review.

- Evaluation of systems performance, capacity, utilisation, risks and technical constraints.
- Cloud migration options appraisal including hybrid, on-premise, and full-cloud models.
- Review of backup, recovery and continuity arrangements.
- Cost analysis comparing on-premise, hybrid, and cloud hosting.
- Architectural mapping identifying dependencies, legacy systems, and modernisation opportunities.
- Stakeholder workshops gathering insights, operational requirements and strategic organisational priorities.
- High-level review of datacentre licensing and support contract dependencies.
- Final report providing roadmap, recommendations, timelines, and executive summary.

3. Service Benefits

- Enables informed infrastructure decisions through clear, evidence-based technical analysis.
- Supports reduction in operational risk by identifying resilience gaps and critical vulnerabilities.
- Supports budget planning with transparent cost modelling and efficiency opportunities identified.
- Accelerates cloud adoption through structured guidance and defined migration pathways.
- Improves service reliability and performance across data centres and cloud environments.
- Increases infrastructure efficiency through optimisation insights and environment rationalisation opportunities.
- Provides concise, actionable, strategic transformation recommendations.
- Enables confident modernisation planning supported by analysis and practical delivery guidance.

4. Service Constraints

- Delivery of the Infrastructure Assessment depends on the client providing timely access to systems, technical documentation, and relevant staff.

- Outputs are based on information available during discovery and may be impacted by incomplete data or limited access.
- Recommendations may depend on technical capabilities, existing licensing, and contractual constraints.
- Timelines may be affected by organisational change, system instability, or delays in arranging stakeholder workshops or walkthroughs.

CNX does not provide custom software development, system reconfiguration, or vendor-specific remediation as part of this service.

The assessment follows CNX's standard working hours (09:00–17:00, Mon–Fri). No customised tooling or additional system access beyond discovery is provided.

On-site visits are optional and will only be undertaken at the request of the Client.

5. On-boarding & Off-boarding

i. On-boarding

- Initial project kick-off meeting.
- Access and permissions setup.
- Discovery workshops scheduled with digital, procurement and estate teams.
- Review of existing architecture documentation and infrastructure records.
- Agreement of assessment plan, milestones, and communication approach.
- Validation of client access processes (smartcard, VPN, JumpBox, etc.).

ii. Off-boarding

- Handover of final assessment report, roadmap, risks, and options appraisal.
- Knowledge transfer session.
- Removal of any access credentials.

6. Service Levels (Support)

Support is limited to clarification queries during the assessment period, with a response target of two working days.

7. Term and Termination

Contracts may be terminated in line with the CCS General Terms.

Upon termination, all deliverables completed up to the date of termination will be provided, and access permissions will be revoked.

8. Client Responsibilities

Clients shall:

- Provide timely access to environments, documentation, and personnel.
- Attend scheduled workshops and review sessions.
- Ensure relevant SMEs are available.
- Provide accurate and up-to-date system information.
- Communicate any organisational or technical risks that may impact timelines.
- Inform CNX of planned outages or change freezes that could impact discovery.

9. Out of Scope

- This service provides advisory support only and does not include system implementation, remediation, migration delivery, third-party system fixes or operational management.
- No reselling, hosting, or procurement services are included.
- Licensing analysis excludes commercial negotiation or contract management.

10. Information Assurance & Hosting

CNX works within:

- NHS Microsoft M365 environments.
- NHS Data Security and Protection Toolkit (DSPT) standards.
- Cyber Essentials and modern security principles.
- GDPR and UK Data Protection Act.

CNX does not host or process Client data. All infrastructure assessment artefacts are stored within the Client's environment. CNX maintains internal business continuity procedures to ensure assessment activities continue in the event of consultant unavailability or local CNX system disruption.

CNX will notify the Client if any CNX-side system or resource outage affects planned delivery and will reschedule discovery activities accordingly. CNX does not perform maintenance that impacts Client systems.

CNX does not host: all artefacts are stored within the Client tenant.

11. Exit Management

Upon project completion or termination:

- All deliverables are handed over.
- Final knowledge transfer session delivered.
- Access permissions removed.

12. After Sales Support

CNX provides a structured after-sales support model to ensure continuity, clarity, and ongoing value following completion of the Infrastructure Assessment. While the service does not include operational system support or remediation activities, CNX offers advisory assistance, account management, and optional follow-on consultancy under separate call-off arrangements.

- Dedicated Account Manager provided as the primary post-engagement contact for all queries and coordination.
- Structured handover session.
- All deliverables retained by the Client within their environment; CNX does not store any data.
- Optional follow-on consultancy for additional workshops, board presentations, or technical assurance.
- Email support for clarification queries with a typical response target of 2 working days.
- Access to best-practice guidance.
- Optional service reviews (monthly/quarterly) to review progress or updates.

*Advisory support only, not operational or technical support.

13. Contact

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