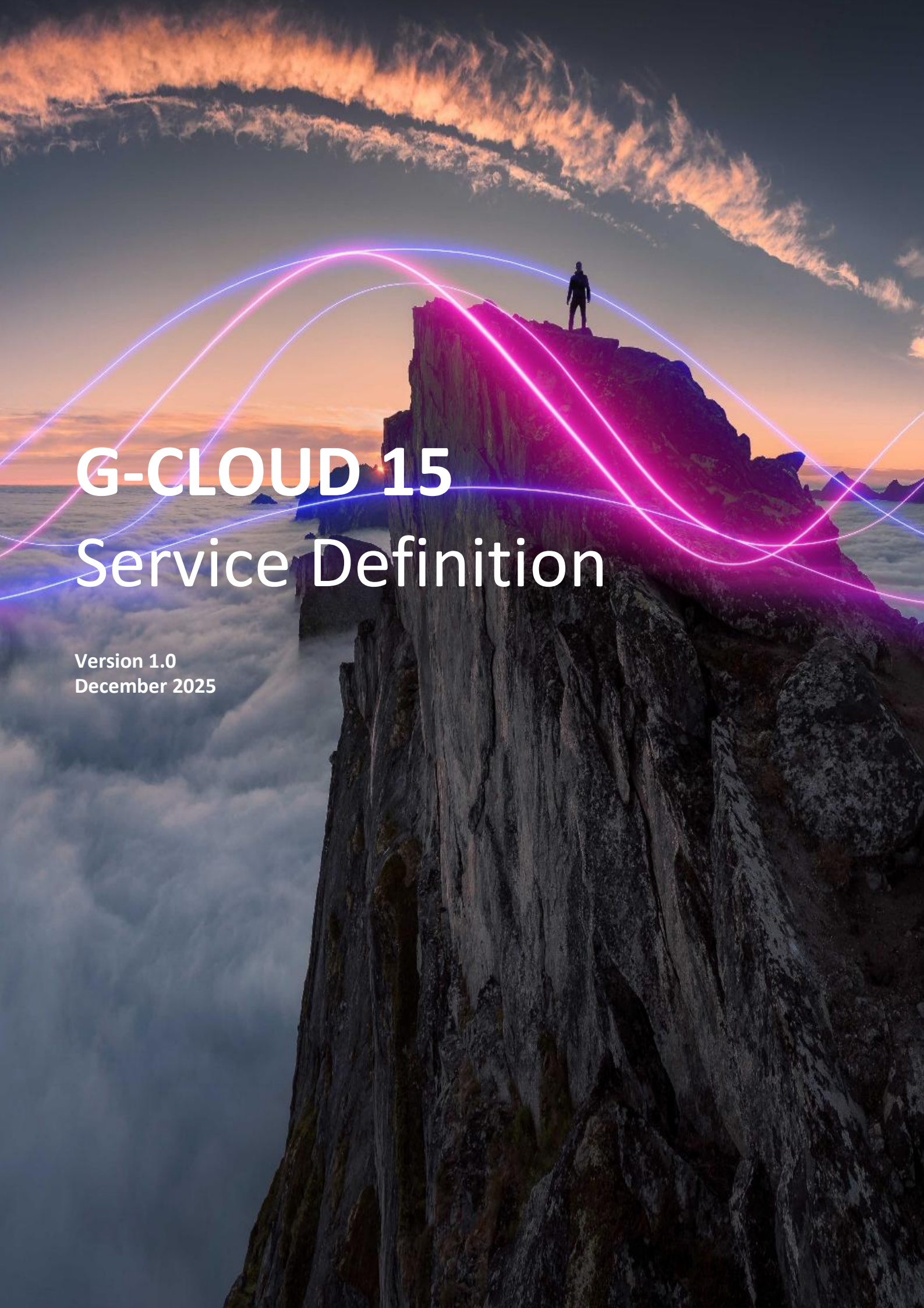


A person stands on the peak of a dark, jagged rock formation. The sky is a mix of orange, yellow, and blue, with wispy clouds. Several glowing arcs of light, in shades of pink, purple, and blue, curve across the sky, some passing behind the rock. The overall mood is futuristic and majestic.

G-CLOUD 15

Service Definition

Version 1.0
December 2025

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INTRODUCTION

Dataquest Group is a privately owned, independent Managed Services Provider, providing hybrid cloud services, outsourced IT such as 24/7/365 service desk, onsite break/fix maintenance cover, VoIP solutions and one of Europe's largest managed print providers that puts the needs and expectations of its clients at the centre of everything we do.

Our business is focussed on delivering a genuine client-centric service, with technical and sales operations built on the strength of personal relationships we work hard to create, maintain and enhance.

Technology varies little from supplier to supplier, but we recognise what makes the Dataquest difference is our people who leverage our supporting infrastructure to look beyond just winning client business, to 'securing client loyalty'.

This strategy influences every aspect of our business, from the products and services we offer, to the way we deliver them, as it drives a culture that ensures we provide an exceptional quality of service and value to our customers throughout the relationship.

To deliver on these aspirations we are selective with our products, only working with those brands synonymous with quality, reliability, innovation and integration.

Key Facts:

- We are privately owned and were Formed in 2003
- Based at 3 locations, City of London, Bristol & Amsterdam
- Turnover is £35M+
- EBITDA is approximately £5M
- We employ over 140 staff
- Our engineer resource is based globally to support our clients' needs

Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ✓ **ISO 27001** - Information Security
- ✓ **ISO 9001** - Quality Management
- ✓ **ISO 14001** - Environmental Management
- ✓ **Cyber Essentials Plus**
- ✓ **SafeContractor** (SSIP)

SERVICE OFFERINGS

Lot 1a: Infrastructure as a Service (IaaS) and Platform as a Service

Hybrid-Multi Cloud Solutions

Dataquest's hybrid/multi cloud solutions guarantee you the flexibility, agility and scalability of public cloud along with the predictability of costs, addressing compliance concerns and performance of a private cloud solution whether that be on premise or within our Tier 3 datacentres. We do this by taking a consultative approach working with our clients to fully understand their needs and the problems they are trying to solve and by placing the workloads on the appropriate platform.

Our Hybrid/multi cloud solutions are designed to assist clients in achieving the expected business outcomes and benefits from their digital transformation strategy and cloud journey both pre, during and post cloud migration. Please see the other cloud sections below for details of individual cloud services.

Features

- Meets and exceeds legal and regulatory requirements
- Highly secure, scalable and resilient cloud environments
- Workloads placed in the most suitable environment
- Reduced latency
- Reliable failover environment for backup or disaster recovery
- Structured migration path

Benefits

- Predictable monthly costs
- 99.999% guaranteed uptime
- Hosting in the UK's most prestigious and secure Tier 3+ data centres
- Bespoke configurations based on customers' needs
- 24/7/365 support from qualified technicians
- OPEX based model, either PAYG or fixed length contracts
- Cloud services with a human touch
- Optimise your existing environment and achieve expected business outcomes.
- Reduced total cost of ownership and ongoing management.

Infrastructure as a Service (IaaS)

Private Cloud Option

Our private cloud hosting solution allows you to choose a platform that provides your business with a dedicated environment tailored to your specific requirements. The architecture allows you to select from a range of options: from cost-effective solutions based on shared components, to fully dedicated High Availability solutions with near time replication between geographically diverse data centres.

We design your private cloud hosting solution with high performance, reliability and scalability in mind. Security and control are delivered using dedicated hardware and the latest components from Tier 1

technology providers.

Key Features:

- Fully secure, encrypted, and resilient
- Scales with business requirements
- Highly cost-effective
- Scalable High Availability options ranging from redundant hosts through to multiple DC solutions
- Can connect seamlessly with internal systems and public cloud providers
- Managed by vendor-certified experts
- Fully or self-managed solutions and supported 24/7/365
- Non-Profit Organisations can protect Software grants by operating private compute

Virtual Private Cloud

Dataquest Group's Virtual Private Cloud offering provides the ultimate enterprise cloud experience – designed to deliver outstanding reliability and results. Our fully managed shared hardware platform delivers flexible and scalable cloud solutions and is backed by our secure infrastructure and SLAs (service level agreements).

Our Cloud platform uses enterprise-grade architecture from our tier 1 vendors. Our solution can either be self-managed through the orchestration tool or fully managed by Dataquest Group's vendor certified cloud team. The platform has been designed to scale easily, both horizontally and vertically within availability zones that are in geographically diverse in tier 3 UK based datacentres.

With a Cloud tenancy from Dataquest Group, you can select either a resource pool which you can configure and manage through our orchestration tool, or you can define server and operating system instances by either creating or selecting a specific configuration and operating system.

With our commitment to no nonsense billing the price you agreed with us is the price you pay. Unlike other cloud vendors we do not have hidden transaction charges.

Key Features:

- No nonsense Enterprise Cloud, no hidden transaction charges
- Self-managed environment through an orchestration portal available
- Managed service option from Dataquest to manage servers above the Hypervisor
- Highly Resilient N+1 design
- Easily scale CPU, memory, or storage
- High-performance enterprise-grade platform
- Easy management
- Easy reporting
- Integration with other platforms

Public Cloud Option

We provide expert managed services to customers who need their hosted systems, services or applications delivered on Microsoft Azure or AWS (Amazon Web Services).

Microsoft Azure or AWS are responsible for all the traditional data centre and infrastructure management that underpin their hosted or cloud services. Dataquest Group and the customer are responsible for the design, implementation, and operation of the Azure/AWS service on which the applications and data is hosted.

This means typical platform management characteristics such as Performance, Capacity, Availability and Security need to be designed, deployed, monitored, and maintained along with cost optimisation considerations. Our Public Cloud Managed Service is designed specifically to address this business challenge by providing access to our Azure and AWS technical expertise and support.

Key Features:

- Managed support and security
- 24/7 monitoring and management of multiple Cloud Service interconnections and network services available as a paid for service
- Service wraps available for Proactive or Reactive response to outages
- Development of network security groups and access rights
- Highly Available infrastructure
- Hybrid-ready solutions
- Data protection and high availability options
- Compute and storage support
- Database management and administration support
- Scalability with over 100 data centres
- Standard Azure or AWS pricing
- Cost optimisation reporting
- Monitoring

Acronis Cyber Protect Cloud

Today's world runs on data and protecting that data is now more challenging than ever due to three emerging trends:

Greater Complexity: The number of connected devices is expected to reach over 200 billion in 2022/23 and soon only 1% of devices will be in an organisation's data centre.

Increased Security Threats: Hackers are using more cloud computing power and artificial intelligence to make attacks more effective. As a result, global damages from ransomware are expected to be more than £50 billion plus by the end of 2026

Higher costs: the hardware and staff needed to manage and protect data is a budgetary challenge for many of today's companies. Traditional approaches are no longer enough, particularly to keep up with the ever-advancing threats and integrate seamlessly in an organisation's cybersecurity posture.

All these trends, if not managed properly, are business-damaging.

Acronis Cyber Cloud is a holistic suite of data protection services, they unite backup and next-generation, AI-based anti-malware, antivirus, and endpoint protection management in one solution. Integration and automation provide unmatched ease for service providers — reducing complexity while

increasing productivity and decreasing operating costs.

There are 5 principles the suite is based upon:

- Safety: ensuring a reliable copy of data is always available for recovery
- Accessibility: making data is easily available from anywhere
- Privacy: controlling who has visibility and access to data
- Authenticity: having undeniable proof that a copy is an exact replica of the original
- Security: protecting data from the latest cyberthreats and zero-day attacks

Acronis Cyber Protect Cloud - Backup as a Service (BaaS)

Dataquest Group & Acronis for Backup and Restore

Easy, efficient, and secure backup for any workload

Overcoming the growing complexity of IT infrastructures and sophisticated cyberattacks requires a comprehensive backup solution to keep every bit of data safe. Acronis Cyber Protect integrates backup with advanced anti-ransomware technologies to keep your data safe from any threat.

Over 20+ platforms protected Safeguard data across physical, virtual, cloud and mobile environments.	Quick, reliable recovery Get fast and reliable recovery of your apps, systems, and data on any device, from any incident.	Secure ransomware protection Defend your data with built-in ML-based ransomware protection and blockchain notarization.
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File and disk-image backup

Backup individual files or safeguard your entire business by backing up the entire system as a single file, ensuring a bare metal restore capability. In the event of data disaster, you can easily restore all information to new hardware.

Continuous data protection

Ensure users do not lose their in-progress work by defining a list of critical apps that are frequently used. Acronis' agent monitors every change made in the listed applications—no matter where the user saves the file – and continuously backs it up. If the system needs to be reimaged, you can restore the data from a backup and apply the latest changes, so no data is lost.

Anti-malware scanning of backups

Prevent restoring infected files from backups with built-in malware scanning. By scanning full disk backups at a centralized location, Acronis Cyber Protect can help find malware – ensuring users restore a clean, malware-free backup.

Flexible storage

Balance the value of data, infrastructure, and any regulatory requirements with flexible storage

options. Grow with ease using the storage that fits your needs: On-premises storage through NAS, SAN, tapes provide LAN speed Backup and Recovery whilst Acronis Cloud provides off site storage meaning you adhere to the 3-2-1 rule of data backups.

Variable block-size deduplication

Protect more systems while reducing the impact on disk-storage and network capacity by capturing only the blocks with data that has changed since the previous backup. Acronis Cyber Backup deduplication minimizes storage space by detecting data repetition and storing the identical data only once.

Acronis Instant Restore

Reduce recovery times with best-in-industry RTOs (Recovery Time Objective) by immediately starting your backup as a Windows or Linux virtual machine directly from storage. Have your VM (Virtual Machine) up and running in mere seconds, while Acronis Instant Restore technology invisibly moves your data to the host in the background.

Safe Recovery

An OS (Operating System) image or application in a backup that is infected with malware can cause continuous reinfection if it is used for recovery without removing the malware. Removing the detected malware and applying the latest anti-malware definitions during the recovery allows users to restore the OS image safely, reducing the chance of reinfection.

Features:

- One service built on best-in-class technologies & supported by robust SLA (Service Level Agreement)
- Protect your physical and or virtual servers
- Protects databases, MySQL, MS SQL, SAP HANA, Oracle
- Protect AAG (Always on Availability Group) and DAG (Database Availability Group)
- Secure Solution – AES 256 Data Encryption, data is encrypted at source, in-flight, and at rest
- Immutable storage option available to protect backups
- Fully scalable storage to grow with your business
- Self-management or 24/7 management by Dataquest Group operations
- Fully flexible scheduling and retention models
- Protects data regardless of location or platforms
- Supports regulatory and compliance requirements
- Supports sovereignty requirements

Acronis Cyber Protect Cloud - Disaster Recovery as a Service (DRaaS)

Choose Dataquest Group & Acronis for Disaster Recovery

Staying open for business just got easier

Stop losing money when critical workloads, files, or applications become unavailable. Ensure instant availability with quick failover to the cloud, making your infrastructure resilient and cost-efficient.

Instant Availability

Get back to business in mere minutes in the event of a site outage with a streamlined disaster recovery process. Test failover and failback of your protected data, systems, and applications easily. Encrypt backups, extend multiple networks, and track your RPO in real-time.

Runbook Orchestration

Automate key disaster recovery scenarios — and ensure that systems are recovered in the right order to address interdependencies between applications — with an intuitive drag-and-drop editor.

Verify the integrity of your disaster recovery plans by executing runbooks in the test mode outside of production. Gain visibility into disaster recovery orchestration with a detailed runbook execution in real time.

Complete Protection

Ensure flexibility for across the organization with end-to-end data protection that safeguards workloads, data, and systems in any environment — physical, virtual, on-premises or in the cloud.

Ensure the instant availability of critical business workloads

Protection for on-premises and cloud workloads Get complete data and infrastructure protection with one integrated solution for any environment — on-premises, in remote systems, or the cloud. In the event of disaster, quickly failover and run in Acronis Cloud.	Multiple recovery point times Customize your recovery point objective (RPO) for each critical application and data set. By optimizing RPOs, you can ensure recovery of the most up-to-date data possible.	Application-level replication Run mission-critical applications constantly, even when your production environment is down. Achieve the best RTO and RPO by quickly adding virtual machines in the Acronis Cloud and hosting replicas of the applications.
Isolated testing environment Ensure process availability with non-disruptive failover testing. Keep all backed up servers and applications running continuously and in line with your DR plan by starting recovery servers in Acronis Cloud's isolated testing environment, with no impact on your production network.	Intuitive web-based console Allow IT generalists to set up, add and configure the cloud-based recovery server with just a few clicks. The intuitive, touch-friendly, web-based console ensures you can easily implement most disaster recovery activities, including network configuration, failover testing, and failback.	Easy network configuration Extend your network to the recovery site to provide transparent remote access to recovery servers in failover mode. Our VPN virtual appliance makes it simple.

Key Features:

- Aggressive & robust Recovery Point Objective (RPO) & Recovery Time Objective (RTO)
- Geographically diverse datacentres
- Highly resilient infrastructure
- Monitored 24/7 and supported by infrastructure experts
- Scheduled DR tests to ensure effectiveness
- Protecting Physical or Virtual Servers
- Protecting x86 Windows and Linux Platforms regardless of location
- Cost-effective solutions designed to suit your needs
- Scales with your business
- Supports regulatory and compliance requirements
- Supports sovereignty requirements

Networking

Firewalls

We are vendor agnostic and can provide different vendor firewalls depending on our client's preference and requirements, all our Next Generation Firewall's (NGFW) combines fast, flexible networking (SD-WAN and LAN) with unified software core and enables our NGFWs to handle multiple security roles, from firewall/VPN, IPS/IDS as well as acting as layer 2/3 firewall, in dynamic business environments.

Our NGFW's deliver the most advanced and comprehensive set of security features across a geographically dispersed and resilient network, offering scalability, line-speed performance and inherent reliability of 99.999% up-time, covered by our dedicated & co-managed service.

Our NGFW provides consistent security, performance and operations across physical, virtual and cloud systems

Features

- NG Firewalling
- Intrusion detection
- Intrusion prevention
- Secure IPSEC VPN
- High Availability clustering
- URL Filtering
- Advance Malware detection
- SD-WAN capabilities
- DLP capabilities
- Fully Managed or self-managed Service
- 24x7x365 Operation
- Virtualised Service

Benefits

- Allows staff to focus on higher value tasks
- Centralised management
- Zero downtime firmware updates
- Zero touch deployment
- Proxy chaining

Load Balancers

Dataquest can provide both virtual and physical load balancing technology that can work at both Layer 4 (transport layer) and Layer 7 (application layer) depending on a client's exact needs.

With load balancers most commonly being the network device deployed closest to the application, ours are optimized for co-locating key security services, introducing zero trust architecture models and providing a last line of defence. Optimized application templates, intelligent content switching logic and a range of application-aware traffic steering methods ensure that client requests are always sent to the best possible target and consistent application experience is maintained.

Advanced features such as SSL Offload, Content Caching and Compression take process-intensive tasks away

from servers, freeing them to deliver faster applications and a better end-user experience.

Features

- Zero Trust Access Gateway (ZTAG)
- L4/7 Load Balancing for all TCP/UDP
- Server and Application health awareness
- Encryption acceleration with FIPS 140-2 support
- Caching, Compression, TCP Multiplexing, SSL Offload
- Works with most Hypervisors and IaaS Cloud Platforms
- Full Rest API, Automation Enabled
- SSL offload

Benefits

- Protect web facing applications, containers and APIs from attack
- Feature rich management and analytics capabilities
- Support for all major public and private clouds
- Machine Learning reduces false positives and increases catch rate
- Improved performance

Connectivity

Dataquest's provide a wide range of networking and connectivity services depending on our client's needs, price bracket and resilience requirements. This includes, but not restricted to, mobile connectivity, MPLS, SD-WAN, ADSL, fibre (FTTP), DIA, P2P, DIA, Leased line, SIP and 4/5G solutions. We can also provide public cloud connectivity using MS Azure express route and AWS direct connect.

As well as connectivity solutions we can also provide mobile management services which allows clients to outsource the management of their mobile estate by allowing their internal teams to outsource workloads directly to our dedicated Service Desk for mobile services. Requests will be dealt with by our specialist team.

Features

- Connectivity to our private cloud, AWS, Microsoft Azure and Office365.
- Dedicated bandwidth and predictable low latency.
- Range of bandwidths and connectivity options to suit the needs of your organisation.
- Mobile bill monitoring and reporting– Daily Usage and spend monitoring and reporting
- Bill and tariff Analysis– Spend and usage Analysis, holistically and individual user
- Mobile Device Management (MDM) service options for end user devices

Benefits

- Consistent high-level performance.
- Fast and reliable service delivery backed by stringent SLA's.
- Significant quality end user experience.
- Ease of inter-operability.
- Flexible bandwidth and resilience options
- Flexible service to scale with your organisation's needs.
- Seamless user experience without interruption to the CSP of your choice.

Security

Patch Management as a Service (PMaaS)

Dataquest's Patch Management as a Service (PMaaS) removes the administrative overhead on IT Operations staff to ensure IT systems remain compliant and secure. Leveraging industry-leading patch management tools to take complete ownership and manage delivery to servers (both in public/private cloud environments) and endpoints. Reliable detection and remediation for Windows, Linux and third-party software updates.

Our PMaaS is a fully managed patch management platform designed to update and secure common vendor operating systems and applications. It is a cloud-based service that automates and delivers software patches, fixes and security updates to software from all the major IT vendors.

By leveraging a highly scalable and flexible, cloud-based patching platform, software fixes can be deployed across a simple, single-site business or a multi-geographical, distributed enterprise managed by our technical experts

Features

- Continuous monitoring of patch sources and real-time notification from ISVs
- Analysis and tailored business aligned recommendations for monthly patch cycle
- Testing and deployment of recommended Windows and Linux OS patches
- Agreed release schedule to production servers ideally with test phase
- Reporting at the end of each patching cycle.
- Patch management applied to your organisation's on-premises environment.
- Public cloud patching for instances on all major providers
- Real-time notification from ISVs

Benefits

- Allows staff to focus on higher value tasks
- Ensures security through automated patching
- Reduce security management costs
- Improve security posture
- Enterprise patch management tools that manage delivery to your endpoints
- Customised release schedule that meets your organisation's requirements.
- Removes the burden of onerous and resource intensive activities
- A secure, scalable patching service that customers can rely on
- Leverages established architectural capabilities with robust processes
- Accredited platform that assures security and compliance at all times
- Dataquest's 24x7x365 team manage all aspects of the deployments
- Dataquest representation on your organisation's Change Advisory Board if required

IDS/IPS/DLP

Dataquest offers a fully managed IPS/IDS solution to detect signs of network intrusion, raise alerts and take actions to block unwanted and harmful traffic from entering your network. Suspicious content is flagged, assessed and subjected to an automated, predefined action using AI technology, resulting in it either being blocked or allowed.

Features

- Monitors logs and sends alarms, analyses traffic
- Automatically executes predefined actions if suspicious activities are detected.
- Prevent common attacks and block potentially malicious traffic by default
- Proactive tuning on a regular basis to ensure legitimate traffic is not blocked
- Using AI, the system learns specific threats and behaviours and automatically deals with them
- Compliments normal firewall protection service
- 24x7x365 real time monitoring
- Manage signature updates to supported products following scheduled structured process

Benefits

- Traffic baseline and rule setting to understand your network
- Service desk access 24x7x365 via phone, email and online portal
- Access to certified engineers based in the UK
- Mature Service Delivery management to drive continuous service improvement
- Automated predefined actions according to content type
- Tuning and adaptations as security devices learn the network characteristics
- Continual analysis, identifying any suspicious activity and content
- Increased protection; proactive tuning by vigilant experts responding latest threats including “zero day attacks”

MFA and Single Sign-On

We deliver identity management solutions using best of breed MFA and SSO solutions depending on the environment the customer sits upon, thus reducing the amount of times a user has to login or remember different credentials per system/application and therefore reducing the possible security exposure and increasing user productivity and experience.

Features

- Single sign on (SSO)
- Active/Azure Directory Integration
- Multi Factor Authentication (MFA)
- API Access Management
- Cloud Agnostic
- Innovative Multi-Factor methods to positively identify users
- Large ecosystem of 3rd party integrations
- AWS, Azure, GCP and Salesforce integration (plus many more)
- Cloud based
- Simple, low-cost deployment
- Fully managed service

Benefits

- Reduces risk to your organisation from external and internal users
- Seamless access from any device or location
- Reduced Administration & Deployment Costs
- Improve Efficiency of End Users and IT Administration
- Access Applications Anywhere on Any Device

- One Password to Access Everything
- Reduce security risk
- Single Sign-On frees people from password chains.
- Adaptive MFA provides a powerful compliance/policy framework.
- Stop hackers reusing stolen credentials
- Helps with compliance

Proactive Monitoring and Patching

Our Remote Monitoring service is designed to help support the IT environments of today and prepare for those of tomorrow. Some key features of the service include:

- **Discovery and Asset management:** Real-time visibility of every asset under contract—where it is, status, condition, and compliance.
- **Monitoring:** Know what's going on with every device through real-time notification of alerts and automated responses to reduce device downtime.

Our service monitors all of your devices in real-time and includes but not limited to...servers, VMs, Hypervisors, PCs, laptops and network devices—instantly informing you of current issues and flagging potential problems. Powerful auto-responses to alerts resolve problems automatically or simplify troubleshooting by providing technicians with useful diagnostic information.

The service also monitors for crypto ransomware on endpoints and receives immediate alerts regards any infected devices. Automated responses attempt to kill the ransomware process and isolate the infected device to prevent the spread of ransomware

- **Management:** Keep devices secure, patched, and optimized through proactive, centralized, policy-based device management delivering automation at scale.

Our service delivers efficient, effective, policy-based patch management for Microsoft and third-party software, a critical service to maximize security and minimize downtime. It also provides critical compliance information to customers by automating the reporting of patch status and compliance.

- **Remote Support:** Secure, fast remote access to devices with an array of powerful remote support and screen share tools.

Our service enables support teams to rapidly and securely connect to any device, regardless of location. Our range of remote support tools enables efficient troubleshooting and assistance without interrupting the end user.

- **Reporting:** delivers key information to clients with scheduled reporting that provides insight on devices, customer health, and activity.

The service includes pre-built monitoring policies and scripts, third-party access rights, wide-ranging integrations into other key platforms such as PSA tools, antivirus, warranties, and documentation management to provide the ideal blend of capability, usability, security, and performance.

LOT 3 (CLOUD SUPPORT)

Consultancy (Setup and migration, project management, capacity planning)

Setup and Migration, and digital transformation consultancy

Digital Transformation is core to achieving your organisation's vision. We will manage your journey through a thorough understanding of your users, your capability, your maturity model, and a deep understanding of digital technology.

We help with the creation of a vision and roadmap that identifies, assesses, and prioritises opportunities for digital transformation, using cloud technology. Transformation focus areas include empowering and enabling employees, optimising operations/processes and transforming service offerings.

Dataquest specialists are experienced strategic consultants with technology expertise, able to identify technology, including cloud innovations, that enable business strategy and objectives whilst remaining impartial and vendor agnostic.

Features

- Proven methodology for digital transformation informed by user needs analysis
- Understand your situational awareness: constraints, opportunities and context
- Creation of digital transformation roadmaps that will deliver your vision
- Actionable influential advice, ready for board level CTO, CDO, CIO
- Digital transformation Target Operating Model review, improvement, roadmap and recommendations
- Transition from legacy technical architecture to cloud solutions. Enterprise architecture.
- Deep understanding of Disaggregation, Commercial sourcing, multi-vendor sourcing
- Innovation with Design Thinking, Digital by Default, Deep market experience
- Business case assurance - quality, value for money, strategic fit
- Organisational design and change management through user need analysis
- Cost saving analysis, monitoring and compliance
- Professional services on all cloud platforms

Benefits

- Clear definition of digital transformation opportunities and potential impact
- Strategic alignment of IT investment with business objectives
- Clear roadmap for realising the value of transformation initiatives
- Multi Cloud workload transformation program
- Holistic cloud transformation approach
- Cost analysis, monitoring and effectiveness on cloud, IaaS, PaaS, and SaaS solutions
- Impartial analysis and advice, technology agnostic and objective, digital thinking
- Promotion of business and technical agility through digital transformation
- Excellent track record and experience regards digital transformation
- Experienced subject matter experts

Project Management Consultancy

Project Management is one of several high-quality Dataquest services. Our project management consultants have proven track records of project, programme and portfolio management consulting, with years of experience working within major projects where they have utilised proven project management methods and tools to adapt, understand and succeed in clients' environments.

Our team consists of a diverse range of talented, highly-qualified and driven people trained in a multitude of recognised management techniques. Our understanding of the theory is evidenced by a range of qualifications, from MBAs through to Registered Project Professionals.

More importantly, we have a proven track record showing how capable we are at putting the theory into practice. We understand how to implement the right processes, when to adapt them, and when to try something new, so that we can deliver effective and efficient solutions tailored to the specific demands of our clients.

When we work with you, you get far more than a consultancy. Our values of innovation, inspiration and integrity are underpinned by exceptional levels of industry knowledge, management and leadership experience, and a flexibility that allows us to hit the ground running and embed change within the projects, programmes and portfolios to which we are assigned.

Features

- Project management and leadership using agile and waterfall methodologies
- Investment appraisals, business cases, business planning and strategic alignment
- Interactive project planning and scheduling
- Identifying project management requirements
- Project risk, assumptions, project controls and health checks
- Project transformation, change management and control
- Project management for benefits realisation
- Project reporting, dashboards, metrics and strategic insight
- Project management for intelligent customer support

Benefits

- Quickly embedded cost reduction and efficiency improvements
- Ability to design methodology to best suit project environment
- Fully realised, quantifiable and reportable project benefits
- Effective client team development via project knowledge management
- Project Management for improved process control and maturity
- Ability to integrate management teams in fully controlled project environments
- Accurate understanding of project status and project management requirements
- Project Management for enhanced business performance and organisational success
- Project Management for effective stakeholder community engagement

Capacity Planning

Our Capacity planning services provides Real-time monitoring of our client's network and IT estate with the ability to audit and model network and IT capacity to aid future planning and growth. For IT to meet its goals it must maintain optimal performance and availability for current and future services. Capacity management can be a complex process. Dataquest's Capacity Optimisation as a Service has been specifically designed with the needs of the capacity manager and business service owners in mind.

Features

- Assess future capacity needs
- Solve existing performance issues
- Scale into the cloud
- Provide visibility and mitigate risk
- Reduce costs

Benefits

- Accurate and dynamic view of capacity requirements
- Reduce service outages with accurately scaled resources
- Maintain regulatory compliance
- Manage capacity requirements across hybrid multi-cloud
- Eliminate investment risk

Service Desk

Dataquest operates a UK based award-winning Service Desk that handles over 2000 thousand contacts per year. The Service Desk is the single point of contact for all IT queries. The Service Desk can be tailored to specific requirements and is able to service a variety of customer bases.

Dataquest provide a professional, scalable and flexible Service Desk that can be tailored to meet the requirements of each customer.

With the Dataquest Service Desk, customers are able to:

- Have their end users and partners contact their service desk, 24 hour a day, 365 days a year
- Log Incidents and Service Requests via phone, service desk portal or email to case
- Have Incidents and Requests resolved during first contact where applicable and technically possible
- Enhance the overall User Experience of their IT Service
- Ensure their end users issues are resolved quickly
- Benefit from receiving the highest levels of customer service and professionalism
- Receive a defined level of Service Desk performance which are aligned to each customer's requirements
- Receive regular reports on the overall performance of the Service Desk which can serve as an indicator of the overall health of their IT Service.

Features

- UK based 24x365 Service Desk
- Highly experienced and well-trained pool of Service Desk Analysts ranging from 1st to 3rd line support and with subject matter experts to support all major software and hardware vendors products
- Multi-Channel Support (Telephony/Email/Self Service)
- Fully ITIL aligned
- Customisable SLA's
- Experienced in supporting a wide variety of systems
- Measure user perception to understand improvement opportunities

- ISO 9001, ISO14001, ISO 27001, Cyber Essentials Plus Certified

Benefits

- Fully Managed, World Leading, Service Desk
- Excellent Customer service and support
- Single point of contact for all queries
- Simple and tangible service reporting
- High First Time Fix Rate (FTF)
- Low average time to answer and abandonment rates
- Scalable support capability to support our clients' needs quickly
- Flexible support
- Increased efficiency and productivity

Security and Compliance

We support multiple security solutions including Firewall management, identity management solutions, SIEM offerings, cyber security and business continuity solutions alongside MFA and SSO technology as well as virtual CISO, using industry standard software and certified engineers to deliver the service.

This also includes base lining the current compliance levels of the customers IT estate and then making recommendations to improve this and then maintain the estate to the appropriate levels of compliance required going forward

Patching and Security Compliance

Dataquest's Patch Management as a Service (PMaaS) removes the administrative overhead on IT Operations staff to ensure IT systems remain compliant and secure. Leveraging industry-leading patch management tools to take complete ownership and manage delivery to servers (both in public/private cloud environments) and endpoints. Reliable detection and remediation for Windows, Linux and third-party software updates.

Our PMaaS is a fully managed patch management platform designed to update and secure common vendor operating systems and applications. It is a cloud-based service that automates and delivers software patches, fixes and security updates to software from all the major IT vendors.

By leveraging a highly scalable and flexible, cloud-based patching platform, software fixes can be deployed across a simple, single-site business or a multi-geographical, distributed enterprise managed by our technical experts

Features

- Continuous monitoring of patch sources and real-time notification from ISVs
- Analysis and tailored business aligned recommendations for monthly patch cycle
- Testing and deployment of recommended Windows and Linux OS patches
- Agreed release schedule to production servers ideally with test phase
- Reporting at the end of each patching cycle.
- Patch management applied to your organisation's on-premises environment.
- Public cloud patching for instances on all major providers
- Real-time notification from ISVs

Benefits

- Allows staff to focus on higher value tasks
- Ensures security through automated patching
- Reduce security management costs
- Improve security posture
- Enterprise patch management tools that manage delivery to your endpoints
- Customised release schedule that meets your organisation's requirements.
- Removes the burden of onerous and resource intensive activities
- A secure, scalable patching service that customers can rely on
- Leverages established architectural capabilities with robust processes
- Accredited platform that assures security and compliance at all times
- Dataquest's 24x7x365 team manage all aspects of the deployments
- Dataquest representation on your organisation's Change Advisory Board if required

CISO

Dataquest Virtual CISO offering enables clients to procure the knowledge, expertise and guidance of experienced and accredited CISO's on 'as needed' basis without the overheads of full-time CISO function. The vCISO will review current infosec requirements and provisions, defining new policies and procedures for continued assurance where required.

Features

- Access to board level expertise in information security
- Initial Current State Assessment and Gap Analysis
- Potential to oversee remedial activities
- Refresh or renew Information Security policies and procedures
- Continued CISO availability to assure and advise
- GDPR aligned service guidance
- Opportunity to enable or extend SOC capability
- Industry accredited resources, with ISO27001, CISP and CISSP
- Familiar and accepted security architecture models

Benefits

- Fractional utilisation improves cost effectiveness
- Implement current and comprehensive best practices
- Enable senior management to engage via exec friendly output
- Improve incident response capability
- Access to continually up to date industry knowledge and experience
- Gain a greater understanding of asset protection requirements
- Ability to extend the service to encompass SOC delivery
- Cost effective alternative to full time CISO

Cyber Threat Analysis

Dataquest provides Cyber security threat management, threat intelligence and security monitoring and response services to cloud-based capabilities. We integrate threat data across people, process and technology to provide security teams with context-rich intelligence to proactively detect and manage

cyber threats and respond more effectively to cyber incidents.

Cyber Threat, Monitoring and Intelligence Services provide advanced cyber threat intelligence, threat monitoring, threat hunting, and security analytics capabilities to help protect your most critical cloud assets and environments.

Alongside advisory and implementation services, we offer advanced managed security services and incident management delivered through a global network of connected 24x7 Cyber Intelligence Centres that provide clients across the globe with a high-touch and high-service approach to cyber threat intelligence sharing and monitoring and continuous management. With the Cyber Intelligence Center, you can choose either a complete managed solution or select services to augment your existing capabilities.

Features

- Security Intelligence Platform.
- Advanced Cyber Threat Analytics and Modelling.
- Global Cyber Intelligence Centre (CIC) Network.
- Threat Readiness Advisory & Remediation.
- Live Security Event Monitoring, Correlation, Alerting, Triage & Response.
- Security Operating Centre (SOC) Advisory, Deployment & Management.
- SOC Strategy for Centralised or Federated Operations.

Benefits

- Analyses user, system and network behaviour to identify anomalous activity.
- Provides business driven analysis and reporting on key cyber events.
- Collects, filters and analyses threat information to inform strategy.
- Evaluates client security through authorised exploitation of system vulnerabilities.
- Guides the design, building and management of the SOC
- 24x7 monitoring and assessment of organisation specific threats available
- Supports cyber breach remediation strategy and response

PRICING

The pricing for all projects and services will be based on the individual SFIA rate card which lists the applicable prices for those services. The rate card gives the 'day rate' for resources at each skill category and responsibility level.

For any particular project we would aim to agree in advance with the customer what level of supporting resource is required. Using the blend of resource and the SFIA rates this would then enable us to determine the overall charge.

TRAINING

We always aim to provide skills' transfer to the Customer where appropriate, in association with the implementation of any Cloud solution.

ORDERING & INVOICING

The ordering and invoicing procedure will follow that defined for the Digital Marketplace.

TERMINATION TERMS

There are no additional Termination conditions. Terms are in accordance with the Framework Agreement and the Call-Off Contract.

CUSTOMER RESPONSIBILITIES

We will discuss and agree any dependencies on the customer that are associated with any call-off requirement prior to work commencing. These responsibilities will differ depending on each specific call-off requirement. Any such dependencies would form part of the Call-Off Contract.

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