

G-CLOUD 15
SERVICE DEFINITION

Panacea Consult

Cloud Networking Consultancy for Extreme Networks

Panacea Networking

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Lot 3 Cloud Support

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1 Introduction

Company Overview

Panacea (meaning “a solution or remedy for all difficulties”) is a specialist, dedicated Extreme Networks solution provider.

Panacea’s sole focus on Extreme means every project benefits from deep expertise across the full portfolio. That specialism gives us a distinctive position in the market. By concentrating our time, expertise and resources on one platform, we provide support and insight that generalist providers often struggle to match.

The key to a successful Extreme Networks deployment is more than just installing hardware or following best practice. It’s about understanding the entire ecosystem and how each component fits and operates together. Because our engineers are proficient across the full Extreme portfolio, we can shape solutions that are balanced, future-proof, and designed to maximise value from your investment.

Our technical team includes engineers with Extreme’s highest-level certifications, backed by decades of experience. This means the advice we give and the solutions we implement are grounded in deep product knowledge and proven in real-world environments.

Our track record includes some of the most demanding sectors in healthcare, government, and defence, where networks are as critical as they come. In these environments, we’ve delivered successful, referenceable deployments replacing entire infrastructures with minimal disruption. In fact, complete migrations have been achieved with downtime measured in single ping drops, thanks to our understanding of clinical requirements, national priorities, and the operational stakes involved.

With more than 20 years’ experience, and engineers who were among the first in the UK to attain Extreme Networks’ highest technical accreditations, Panacea has built a reputation for delivering advanced enterprise infrastructures that maximise performance and value, giving customers confidence that they are working with a trusted safe pair of hands.

What sets us apart is an engineering-led, customer-first philosophy. Projects are led by seasoned Extreme professionals ensuring advice is grounded in real-world expertise, solutions are tailored to client needs, and partnerships are built on transparency, trust, and consistent delivery.

Value Proposition

Public sector organisations face the challenge of modernising highly complex and dependency-heavy IT environments while managing constrained budgets, legacy systems, and limited in-house resources. These environments often carry significant technical debt, fragmented architectures, and poorly documented dependencies, making change high-risk and difficult to deliver. At the same time, critical services such as healthcare, education, and government rely on resilient, secure, and always-on networks where downtime cannot be tolerated.

Panacea solves this problem by delivering consultancy and professional services with a proven ability to manage transformation in highly critical networks with disruption kept to a minimum, with any downtime planned and agreed in advance. As a specialist organisation with a core focus on Extreme Networks, we bring unmatched technical depth and hands-on experience. We are also a personable, people-first company: you always have a direct line of engagement, access to the decision-makers, and engineers who know your environment. When challenges arise, you don't face layers of hand-offs, you have the full weight of our business behind you, taking ownership to see things through.

This approach enables public sector organisations to modernise safely and efficiently, with reduced risk, clear technical ownership, and measurable value. The result is confidence that even the most complex infrastructure changes can be delivered seamlessly, without disruption to essential services.

What the Service Provides

We provide consultancy and professional services designed to help public sector organisations plan, deliver, and optimise cloud-enabled networking projects. Our work ranges from network audits and design reviews through to large-scale migrations, decommissioning of legacy systems, and implementation of new cloud-managed infrastructure.

We specialise in Extreme Networks technologies, but are experienced working in complex, multi-vendor environments where integration and dependency management are key. Services can be consumed flexibly, from short advisory workshops and block-hour packages to structured project engagements, depending on the scale of requirement.

Our delivery is engineering-led and people-focused: buyers work directly with senior consultants who take ownership, ensure continuity, and stay accountable from planning through to handover. This direct model removes inefficiency and provides a personable,

responsive service where you always have clear communication and direct access to decision-makers.

The outcome is modern, resilient, and cost-effective infrastructure delivered with confidence, enabling critical public services to run on networks that are robust, secure, and ready for the future.

Social Value

Panacea contributes to economic growth by providing highly specialised Extreme Networks consultancy into the public sector and by participating as an SME within larger delivery partnerships.

Kickstart economic growth

- We offer fair and transparent commercial terms that make it easier for public sector buyers to engage a specialist SME for network design and migration work.
- We build skills and confidence in customer teams through structured knowledge transfer during consultancy engagements.

Objective

Over the life of any agreement, we will deliver at least one structured knowledge-sharing activity per year (for example a technical workshop, design review, clinic, or shadowing session) for NHS or wider public sector staff involved in our projects.

Metrics & monitoring

- Number of knowledge-sharing activities delivered per year
- Attendance numbers and short feedback from participants
- Summary reported in annual contract or project review meetings

Governance / policies

- Led by a Panacea Director or named Lead Consultant
- Supported by our internal Skills and Development approach (role profiles and training plans)

Make Britain a clean energy superpower

Panacea operates a remote-first consulting model wherever appropriate, which reduces travel and associated emissions while maintaining service quality.

- Our default is remote workshops, design sessions and configuration work, with on-site attendance only where necessary for hands-on tasks or key stakeholder engagement.
- We design networks with efficiency in mind, for example by consolidating legacy infrastructure and making use of modern power-saving capabilities where supported.

Objective

For contracts under any agreement, we will aim to maintain at least 60% of consultancy time delivered remotely over each 12-month period, unless a different balance is agreed with the Customer.

Metrics & monitoring

- Ratio of remote vs on-site time, using our time-recording and scheduling tools
- Estimated travel mileage associated with on-site work

Governance / policies

- Managed through our Environmental Policy and related objectives
- Overseen by a Panacea Director with responsibility for environmental performance

Break down barriers to opportunity

We are a people-first, engineering-led business. Our focus is on capability, fairness, and giving engineers clear opportunities to develop and take ownership of delivery.

- Recruitment and progression are based on skills and capability, using consistent role profiles and interview criteria.
- All staff have access to relevant training and development, regardless of their background or location.
- Panacea Consult engagements are used as opportunities for junior engineers to shadow senior consultants and gain practical experience.

Objective

We will ensure that 100% of staff in core delivery roles receive at least one job-relevant training or development activity per year (for example vendor training, internal mentoring, or structured self-study).

Metrics & monitoring

- Training and certification records per staff member
- Internal check of training completion as part of annual performance reviews

Governance / policies

- Underpinned by our Equal Opportunities and Recruitment Policy
- Oversight by the Directors, with line managers responsible for individual development plans

Build an NHS fit for the future

Panacea has experience delivering resilient network designs and migrations into NHS and healthcare environments, where service continuity directly impacts patient care.

- Through Panacea Consult we design Extreme Networks solutions that improve reliability, visibility and manageability of clinical and corporate networks.

- Our delivery approach supports carefully planned changes, including out-of-hours migration windows where required, to minimise disruption to clinical services.
- We also contribute to the wider community, for example by designing, delivering and continuing to support a wired and wireless Extreme Networks solution for a charity providing horse and pony lessons for disabled children, delivered free of charge.

Objectives

- For each NHS customer under any agreement, we will hold at least one structured review per year focused on resilience, lessons learned from recent projects and opportunities to support clinical service continuity.
- Over the term of any agreement, we will maintain at least one active pro bono or community support initiative aligned to our networking expertise, subject to viable opportunities.

Metrics & monitoring

- Number and outcomes of annual reviews for NHS customers
- Simple annual statement of pro bono / community initiatives and support effort provided

Governance / policies

- Social value delivery is overseen by Panacea's Directors
- Day-to-day responsibility sits with the named Lead Consultant or Lead Engineer for each contract
- Progress against the above objectives can be included as a standing item in project, contract or service review meetings

Overview of the G-Cloud Service

This service provides consultancy and professional services to support the planning, design, migration, and optimisation of cloud-enabled networking and infrastructure. It is designed for public sector organisations that need flexible access to engineering expertise for projects that are complex, time-critical, or involve dependency-heavy environments.

Key Capabilities

- Network and cloud audits and assessments to establish a clear baseline.
- Architecture and design of cloud-enabled networking solutions.
- Migration and decommissioning of legacy infrastructure, with structured rollback and risk controls.
- Implementation and optimisation of Extreme Networks technologies, as well as integration within multi-vendor environments.
- Knowledge transfer and training, ensuring customer teams are able to sustain outcomes.
- Flexible engagement models, including block-hours, short advisory tasks, and project-based delivery.

Cloud Characteristics

- Supports cloud-first strategies through design of scalable, flexible, and secure networks.
- Enables remote delivery to reduce disruption and environmental impact, with the option for onsite delivery where required.
- Provides on-demand scalability via block-hour consultancy, allowing buyers to match resources to demand without long-term commitments.
- Aligns to recognised standards and frameworks, including ISO 27001 (information security), ISO 9001 (quality), and ISO 14001 (environmental management).

Benefits to Buyers

- Access to senior engineers who are directly accountable and familiar with the environment, reducing the risk of delays and rework.
- Delivery designed to achieve change in highly critical networks while minimising disruption, with any unavoidable downtime planned and agreed in advance.
- Clear documentation, ownership, and governance across each engagement.
- Confidence that complex transitions can be completed safely, efficiently, and with continuity of service

Associated Services

Included within this service

- Consultancy and professional services for planning, audits, network architecture design, dependency mapping and optimisation of Extreme Networks environments.
- Implementation and migration of agreed network changes, including configuration, testing and decommissioning of legacy infrastructure.
- block-hour and Tailored Engagements, providing flexible consultancy credits that can be used across design, build, migration and optimisation tasks.
- Training and knowledge transfer through workshops, shadowing and documentation so customer teams can operate and support solutions after delivery.
- Documentation and handover, including network designs, migration plans, “as built” configurations and operational guidance.
- Integration support where Extreme Networks equipment interacts with third party or hybrid cloud systems, with Panacea advising on dependencies and interoperability.

Not included within this service

- Ongoing managed service or maintenance. SLA-backed operational support, incident handling and monitoring are available separately under Panacea Care.
- Hosting, storage or cloud platform subscriptions. Customers remain responsible for licensing and contracts with Extreme Networks and any other vendors or resellers.
- Ownership of non-Extreme platforms, including but not limited to telephony, firewalls or building systems, which remains with the customer or incumbent suppliers. Panacea provides advisory input where interdependencies exist.

- Development of custom APIs or standalone software products. Panacea can advise on and integrate existing APIs as part of a project but does not supply generic bolt on software.

2 Data Protection

Information Assurance

Panacea aligns its operations to recognised standards for information assurance and service management, including:

- **ISO/IEC 27001** – Information Security Management
- **ISO 9001** – Quality Management
- **ISO 14001** – Environmental Management
- **ISO/IEC 42001** – AI Management (where relevant)
- **Cyber Essentials Plus** – UK government approved baseline security.

Data Back-Up, Data Restoration and Disaster Recovery

Panacea operates a structured Business Continuity and Disaster Recovery (BCDR) approach to protect customer and internal data against loss, corruption, or unavailability. Our policies and processes are aligned to ISO/IEC 27001 (information security) and the Cyber Essentials control set, ensuring that data protection and recovery are governed by documented security controls.

Backup Approach

- We adopt a multi-layered backup strategy, ensuring at least two independent copies of all critical data are maintained at any given time.
- Data is stored across Microsoft 365 services (SharePoint, OneDrive, Exchange, Intune) with cloud-native versioning and retention.
- Additional copies are held on secure Panacea operated Synology storage to provide local resilience and rapid access.
- This combination provides redundancy across cloud and local systems, protecting against vendor service issues or location-specific disruption.

Processes and Frequency

- We use Microsoft 365 platform-native retention and recovery capabilities, and we provide support for configuration and restore actions where required.
- Local Synology devices maintain the more than one copy baseline approach, keeping a live mirror image of cloud data.
- Encryption is applied in transit and at rest.
- Where a customer has specific retention requirements for project deliverables or records, additional customer-specific retention schedules or workload-specific

backup regimes can be agreed during onboarding and documented in the Call-Off Agreement / Order Form.

Restoration and Testing

- Restoration procedures are documented, regularly tested and reviewed in line with our ISO 27001 aligned information security controls.
- Test restores are carried out on a scheduled basis to validate data integrity and recovery times.
- Disaster Recovery plans are reviewed and updated at least annually, or following material changes in our infrastructure or services.
- Options for Out-of-Band (OOB) management and GSM failover are available at the Enhanced support tier.

Contingency and Governance

- Business Continuity and Disaster Recovery (BCDR) plans are maintained and can be made available to Buyers on request.
- Governance controls define responsibilities, escalation procedures and target Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) for our internal services.
- Client specific requirements relating to backup, retention or restoration of project artefacts can be discussed prior to an order being placed and then documented in the Order Form as agreed between both parties.

This approach ensures that Panacea can recover data quickly and reliably, while providing customers with assurance that data is being protected and managed under stringent governance at all times.

Business Continuity Statement/Plan

Panacea maintains a formal Business Continuity and Disaster Recovery (BCDR) plan to ensure that essential functions continue with minimal disruption in the event of an incident. The plan is designed to provide a flexible response so that we can:

- Respond effectively to a disruptive incident.
- Maintain delivery of critical activities and services during the incident.
- Resume “business as usual” as quickly as possible.

Scope and Key Areas

The plan covers all core business operations including Microsoft 365 services (Outlook, OneDrive, Teams, Azure), telephony (main number and mobiles), premises, laptops and desktops, network infrastructure, backups, website, personnel, and accountancy.

Critical Functions and Acceptable Downtime

Our target recovery time objectives are:

- Microsoft 365 and main phone number: target recovery within 2 hours.
- Network infrastructure and data backups: target recovery within 4 hours.
- Laptops/desktops: target recovery within 1 day.
- Mobile phones: target recovery within 1 day.
- Premises, personnel, and accountancy: target recovery within 48 hours.
- Website: target recovery within 1 day.

These objectives describe how we design and test our internal resilience. Contractual service levels (where applicable) are defined separately in the Service Levels section and the Call-Off Agreement.

Dependencies

The plan identifies dependencies across cloud platforms (Microsoft 365, OneDrive), local infrastructure (routers, switches, Synology NAS backups, secondary internet connectivity (e.g. a dedicated 4G/5G link)), suppliers and subcontractors.

Outline Plan

- **Emergency response** - initial assessment, staff communication (Teams, mobiles), and continuity using remote work and backup internet (Starlink/5G tethering).
- **Recovery actions** - hot spare equipment (routers, switches, laptops, mobile phones), Synology and Microsoft cloud backups, and documented processes for redirecting telephony.
- **Ongoing operations** - relocation to remote/home working if premises unavailable, continued client contact via mobiles/Teams/email, and prioritisation of critical functions by agreed recovery timeframes.
- **Governance** - the plan is reviewed annually, tested through drills, and updated following any major change.

A more detailed plan can be provided to the buyer on request.

Privacy by Design

Panacea embeds privacy by design and by default into Panacea Consult and our wider services, in line with GDPR requirements. From the outset of any engagement, we ensure that the protection of personal data is built into processes, technologies and governance, rather than treated as an afterthought.

Our policies cover access control, data security, breach notification, privacy and mobile use. These ensure that data is handled under strict governance, with role-based access, the principle of least privilege, secure device management, encryption and appropriate monitoring forming part of everyday operations. We also apply document and data classification so that information is categorised by sensitivity and managed with appropriate controls throughout its lifecycle. Where incidents do occur, our breach notification process provides a clear framework for reporting, escalation and communication, including meeting the 72-hour ICO notification requirement.

All services are delivered within our ISO/IEC 27001-aligned information security management system (ISMS), supported by controls consistent with Cyber Essentials Plus where applicable. Regular policy reviews, staff training and periodic security testing keep our approach current and effective.

For customers, this means privacy is considered throughout consulting engagements. Data is only collected and retained where necessary, processed transparently and stored securely within UK-based data centres or approved cloud platforms. Customers retain full rights over access, correction and deletion of their personal data.

3 Using the service

Ordering and Invoicing

Orders for Panacea Consult services can be placed by contacting gcloud@panacea-networking.co.uk. Buyers should include a short summary of the required professional services (for example network assessment, design, migration or optimisation), an indicative number of project days, preferred start date, and any key constraints such as change windows or security requirements.

Panacea will work with the buyer to refine scope, deliverables and assumptions, and confirm pricing using our published Project Days model (including role level, remote vs on-site mix, and any applicable support-agreement discounts). We will then prepare a G-Cloud Call-Off Order Form setting out the agreed services, day rates, estimated total value and any milestones.

Fees are normally invoiced monthly in arrears against delivered project days or agreed milestones, with 30-day payment terms from invoice date, unless alternative arrangements are agreed in the Call-Off Agreement.

Availability of Trial Service

Panacea does not typically offer free trials, pilots, or proof-of-concept engagements. Where a Buyer requests a pilot, we will consider the requirement on a case-by-case basis and take a view based on commercial viability, delivery risk, and the clarity of the objectives and scope.

We otherwise provide assurance through relevant references (including from public sector customers, where permission is available) and through alignment with Extreme Networks, including case examples demonstrating successful outcomes in comparable environments.

Where appropriate, Panacea may offer a limited, paid engagement (for example time-and-materials or a short fixed-scope activity) to meet procurement requirements or support evaluation. Any such arrangement would be agreed in advance and documented within the Call-Off Order Form.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Onboarding

Panacea's on-boarding process is built around direct engagement with the consultants and engineers who will deliver the work. From the outset, we focus on understanding the customer's environment so that planning and delivery are precise, efficient and low risk.

This typically involves:

- An initial kick-off meeting with customer stakeholders to confirm scope, objectives and timelines.
- Workshops and discovery sessions with the IT team to review existing documentation, designs and operational priorities.
- On-site or remote validation of infrastructure to capture current state, dependencies and technical constraints.
- Creation of a baseline record of the environment (for example topology, access, dependencies), which underpins design and migration activities.
- Where appropriate, engaging our documentation partners to provide professional network mapping or service cataloguing.

This approach ensures that Panacea's project team understands the environment in depth before delivery begins, avoiding delays and ensuring that consultancy and professional services are aligned with operational realities.

Off-Boarding

If a customer decides to conclude or exit an engagement, Panacea ensures continuity and transparency:

- An agreed exit plan and timeframe.
- All documentation, designs and deliverables produced during the engagement are handed over in an organised package.
- Any temporary access credentials are securely revoked at the end of service.
- Tailored exit assistance, such as extended consultancy support, migration planning or post-engagement reviews, is available as an additional professional service, charged at Panacea Consult day rates or through Tailored Engagements.

Service migration

Where Panacea is engaged to migrate services or transition from an incumbent supplier, we focus on building an accurate understanding of the current state before executing change. This may involve:

- Importing and reviewing historic records where available.
- Conducting health checks and targeted audits to validate configuration and performance.
- Dependency mapping to identify risks, hidden services or undocumented connections.
- Developing a phased migration plan with rollback contingencies, ensuring minimal impact to live operations.

By working directly with customer staff and applying our structured, engineering-led approach, Panacea helps ensure that migration and transition activities are predictable, well-governed and delivered with minimal disruption.

Training

Panacea provides basic training and orientation as part of our professional services, delivered by the engineers who design and implement your network. The focus is on helping customer teams understand the solutions we deploy and carry out day-to-day tasks, rather than providing formal classroom or certification training.

Introductory orientation – At the start of an engagement we run a short briefing or workshop to explain the project scope, key design principles, management tools and how to raise queries during delivery.

Engineer led walk throughs – As work is completed, Panacea engineers provide practical walk throughs of the new or updated environment, covering topology, key configurations

and common operational tasks such as checking status, making minor changes and interpreting dashboards. These sessions are typically short and focused, and can be delivered remotely or on site as part of the project.

Where more in depth or certification aligned training is required, Panacea can arrange separate courses through specialist training partners, including certified Extreme trainers. These engagements sit outside the core Panacea Consult service and are quoted separately in line with the applicable rate card. Customers are also signposted to official Extreme Networks documentation, knowledge bases and training materials as part of onboarding and handover.

Implementation Plan

Panacea follows a structured approach to professional services delivery to ensure each engagement is controlled, transparent, and aligned to customer objectives. The plan typically includes:

- **Kick-off and discovery** – initial meetings with the customer’s stakeholders to confirm scope, selected engagement model (Project Days / block-hours), in-scope environments, and escalation and contact details.
- **Environment familiarisation** – Panacea engineers work with customer IT staff to review existing documentation and management platforms and, where required and agreed, spend planned time on site or in remote sessions to capture infrastructure and configuration baselines.
- **Design and planning** – development of proposed architectures, migration plans, or work packages, including rollback contingencies and agreed change windows.
- **Delivery and implementation** – execution of consultancy or engineering activities, whether audits, migrations, optimisation, or training, delivered by senior engineers with direct accountability.
- **Documentation and knowledge transfer** – provision of design documents, as-built records, or training workshops to ensure the customer’s team can sustain outcomes post-engagement.
- **Closure and review** – confirmation that deliverables are met, with optional lessons-learned or recommendations for future improvements.

A detailed implementation plan can be provided to the buyer on request. The specifics, including timelines and customer-specific dependencies, will be finalised at the Call-Off stage.

Service Management

Panacea manages its consultancy and professional services through a structured, engineering-led approach designed to provide accountability, transparency, and clear outcomes.

People

- Each engagement is led by a senior consultant or principal architect who acts as the single point of contact for the customer.
- This consultant is responsible for coordinating technical activities, reporting progress, and ensuring deliverables are met.
- Where projects are larger or more complex, additional engineers may be assigned, with overall accountability remaining with the lead consultant.

Processes

- Engagements follow a structured lifecycle: scoping → design → implementation → handover.
- Progress is tracked against milestones agreed at the start of the project and reviewed in regular updates with the customer.
- Risks, changes, and dependencies are identified early and managed collaboratively with the customer.
- At closure, all documentation, configurations, and lessons learned are handed over to support continuity and future improvement.

Technology and Standards

- Panacea operates to recognised standards including ISO/IEC 27001 (information security), ISO 9001 (quality management), and ISO 14001 (environmental management).
- Secure methods are used for collaboration, documentation, and remote access, in line with customer security requirements.

This approach ensures that consultancy services are delivered with direct ownership, clear communication, and measurable quality, without unnecessary hand-offs or layers of escalation.

Service Constraints

Panacea Consult is delivered in line with the Scope of Work agreed in Call-Off and the Panacea Consult Project Days Pricing Schedule. Consultancy time is scheduled in advance and is normally delivered within UK business hours (08:00–18:00 including travel, Monday to Friday, excluding UK public holidays). Out-of-hours or weekend work can be provided where required and is charged using the uplifted rates described in the Pricing Schedule.

Projects are planned around an agreed mix of remote and on site delivery. Any on site attendance, travel and out of area expenses are handled as set out in the Pricing Schedule,

with discounts available for higher proportions of remote work. Some constraints are driven by Extreme Networks product lifecycles and roadmaps, for example firmware support and feature deprecation; Panacea will highlight these early and recommend practical options where they affect planned work.

Customisation of deliverables is limited to the agreed scope. Additional tasks, new design requirements, remediation of readiness issues (such as unsupported hardware, missing licences or access problems), or unplanned integration work may require extra consultancy days charged at standard Project Days rates. Consultancy days are normally booked with at least 10 working days' notice; short notice cancellations or rescheduling, and unused pre-purchased days after the 12-month validity period, may be chargeable in line with the Pricing Schedule.

Service Levels

Panacea's professional services are delivered under project-specific agreements. Each engagement is scoped and agreed with the customer prior to commencement, and the key service levels are documented in the Order Form at Call-Off stage.

Service levels typically cover:

- **Scheduling and availability** – consultancy time is agreed in advance, with standard delivery during UK business hours (08:00–18:00, Monday–Friday). Out-of-hours or weekend work can be arranged by prior agreement.
- **Performance** – deliverables (e.g. design documents, migration plans, implementation tasks) are tracked against milestones set at the start of the engagement.
- **Communication and reporting** – a lead consultant acts as the single point of contact, providing regular updates on progress, risks, and any issues arising.
- **Flexibility** – where project requirements change, adjustments to scope, effort, or scheduling can be agreed with the customer and recorded as a variation.

Service levels are therefore tailored to each engagement, ensuring that expectations are clear, measurable, and aligned to the operational priorities of the organisation.

Outage and Maintenance Management

Panacea Consult manages outage and maintenance risk through a careful, strategic approach to change. Work is planned in small, well controlled increments so each step can

be validated with clear success criteria and rollback options. This reduces the chance of issues compounding across the environment, helps keep performance predictable and limits the impact of any unexpected behaviour.

- **Outage avoidance and planning** - Changes are grouped into clearly defined phases, with agreed pre-checks and rollback paths. Where designs or configurations are new or complex, we use our lab environment to replicate key elements, test functionality and validate configuration before any production change.
- **Service performance planning** - Potential performance impacts are considered during design and migration planning, including traffic flows, capacity and resilience. If required, we adjust sequencing or use temporary controls to protect critical services while changes are introduced.
- **Measuring downtime** - Where downtime cannot be avoided, we agree expected duration and impact in advance, schedule it into a maintenance window, monitor it during the change and record actual timings and observations in the post-implementation review.
- **Ad hoc service needs** - If unforeseen issues arise, additional engineering effort can be brought in quickly through project days or block-hour allocations, so investigation and remediation stay within an agreed governance and change framework.

This approach ensures that professional services are delivered predictably, with reduced risk of service disruption and clear ownership of any maintenance activities.

4 Provision of the service

Customer Responsibilities

To enable Panacea to deliver professional services effectively, the following responsibilities apply to the customer:

- **Access and Information** – provide Panacea with appropriate access to systems, infrastructure, documentation, and personnel as reasonably required to perform consultancy or implementation tasks. Information supplied must be accurate and kept up to date.
- **Stakeholder Availability** – ensure that nominated technical and business stakeholders are available for workshops, design reviews, and approvals at agreed times. Delays in decision-making may impact delivery schedules.

- **Change Notification** – inform Panacea in advance of any planned changes to the environment that may affect agreed work packages or deliverables. Panacea cannot be held responsible for issues arising from unauthorised or uncommunicated changes.
- **Third-Party Coordination** – where delivery involves integration with other suppliers or services, the customer must facilitate coordination to allow Panacea to progress efficiently.
- **Security Practices** – maintain internal controls consistent with Panacea's ISO 27001-aligned practices, including secure handling of credentials, access rights, and compliance with GDPR and UK data protection requirements.
- **Facilities** – where on-site attendance is required, provide safe and suitable access to premises, connectivity, and working conditions for Panacea consultants.
- **Commercial Obligations** – comply with contractual obligations in Panacea's Terms & Conditions, including timely payment of invoices and cooperation in good faith.

Technical Requirements and Client-Side Requirements

To ensure effective delivery of Panacea's professional services, the following client-side and technical requirements must be in place:

- **Vendor-backed support for Extreme equipment** – Any in-scope Extreme Networks hardware or software that Panacea is asked to configure, upgrade or change must be covered by an active vendor-backed support agreement that allows support tickets to be raised (for example a direct Extreme support contract, a partner provided agreement, or Panacea Care).
- **Connectivity** – Reliable network and internet access must be available to support remote consultancy, design workshops and, where applicable, remote implementation activities.
- **System access** – Customers must provide Panacea with secure access to relevant systems, management portals or environments, and safe on site access where physical attendance is required.
- **Infrastructure readiness** – Hardware, software and licensing relevant to the engagement must be live, supportable and maintained at vendor supported firmware or patch levels. Readiness issues (for example unsupported hardware, missing licences or expired support contracts) may require additional effort or scope changes.

- **Documentation and data** – Up to date records such as topology diagrams, asset inventories or configuration baselines should be made available at the start of the engagement to support planning and risk assessment.
- **People and time** – Nominated customer contacts should be available for discovery sessions, design reviews, approvals and knowledge transfer, with sufficient time allocated to avoid delays.
- **Facilities** – For onsite activities, customers must provide suitable workspace, connectivity and health and safety provisions for Panacea consultants.

Specific technical and client-side requirements are agreed with the customer during the Call-Off process and documented in the Order Form.

Outcomes/Deliverables

By engaging Panacea's professional services, clients receive:

- **Discovery and assessment** – clear understanding of the current environment, including dependencies, risks, and improvement opportunities.
- **Design and planning** – documented architectures, migration strategies, or optimisation recommendations tailored to customer needs.
- **Implementation** – delivery of agreed technical changes, migrations, or decommissioning tasks with rollback contingencies.
- **Documentation** – records such as topology diagrams, “as-built” configurations, and project closure reports.
- **Knowledge transfer** – workshops, training, or shadowing to ensure customer teams can sustain outcomes.
- **Accountability** – a single lead consultant throughout, providing continuity, ownership, and direct access.

This service delivers clear, evidence-based outcomes that reduce risk, modernise infrastructure, and leave the customer with a documented, supportable environment.

After-sales Account Management

Panacea builds lasting customer relationships by keeping account management close to the engineers and consultants who deliver the work. Rather than handing clients over to a separate account layer, the same people who understand the environment stay involved, which keeps context, trust and technical depth intact.

We maintain relationships and satisfaction by:

- Regular reviews, where requested, to capture outcomes, lessons learned and future needs.
- Open communication, with direct access to Panacea consultants and decision-makers by phone, Teams and email.
- Continuity of contacts, so customers work with a consistent team of senior engineers who already know their environment.
- Feedback and improvement, collecting customer input at project close and using it to refine approaches for future engagements.
- Strategic partnership, advising on technical direction, Extreme Networks roadmaps and opportunities to reduce complexity or risk.
- A clear path into ongoing managed support through Panacea Care, where customers want incident handling, monitoring or day-to-day operational cover after a Panacea Consult engagement.

Any ongoing reviews or advisory activity beyond the agreed engagement are delivered as additional consultancy time, unless explicitly included in the Order Form.

This approach means relationships extend beyond a single project and positions Panacea as a long term, people first partner for professional services and support.

Termination Process

Termination of Panacea Consult services is managed in accordance with the Buyer's Call-Off Agreement. Both parties have defined rights and obligations, including any no-fault termination rights, to ensure a smooth and transparent exit.

- **Notice period** – The Buyer should provide written notice of termination in line with the notice requirements set out in the Call-Off and Order Form.
- **Charges on termination** – The Buyer remains liable for all charges up to the effective termination date, including fees for consultancy days already delivered and any booked work that falls within the cancellation windows defined in the Panacea Consult Pricing Schedule (for example short-notice cancellations or expired pre-purchased days). Any early termination or cancellation charges are limited to those expressly listed in the Pricing Schedule and referenced in the Order Form.
- **Exit planning** – On receipt of notice, Panacea will work with the Buyer to agree an exit plan covering timeframes, responsibilities and the handover of documentation and configurations produced during the engagement.
- **Buyer responsibilities** – The Buyer must settle all outstanding charges up to the termination date and provide reasonable cooperation to facilitate an orderly exit.

- **Panacea responsibilities** – Panacea will revoke access credentials, hand over agreed documentation and artefacts, and provide any additional exit assistance requested by the Buyer as a chargeable professional service using Panacea Consult day rates.

Any customer-specific termination arrangements will be confirmed at Call-Off and recorded in the Order Form.

5 Our experience

Case Studies

Case Study 1 – Defence Environment

Problem: A defence organisation required a complete replacement of core and top-of-rack switches across two highly secure, geographically separated data centres. The work had to be completed over a weekend with an absolute requirement that all systems be operational by Monday morning, as any delay would have had serious national security and financial implications.

Action: Consultants planned and executed the migration with meticulous precision, sequencing activities to allow full hardware replacement within the narrow window. Engineers worked directly in the bunkered facilities, with contingency and rollback plans prepared but never required.

Outcome: The transition was completed ahead of schedule with no reported issues. The customer described this as their most successful IT project at the time.

Case Study 2 – National Health Authority

Problem: A national health body, central to the UK's pandemic response, faced an end-of-life core network during a period of intense operational demand. Any outage would have directly disrupted COVID-19 testing and data flows, creating significant operational and reputational risk.

Action: Panacea designed a parallel fabric-based architecture to allow phased migration without interrupting live services. The cutover was planned to the finest detail, with downtime limited only to the physical movement of equipment.

Outcome: The new core network was deployed successfully, with downtime measured in seconds and imperceptible to users. The organisation gained a modern, resilient infrastructure at a time when uninterrupted availability was most critical, and with intense national scrutiny.

Case Study 3 – NHS Trust

Problem: An NHS Trust required a complete refresh of its wired and wireless networks, including data centre migration, with strict requirements that outages must not exceed two lost pings on storage systems. Any disruption beyond this threshold would have risked data corruption and major service failure.

Action: Panacea implemented a full Extreme Fabric design with automated zero-touch switch replacement, integrated Network Access Control, and optimised multicast routing. Migration was carefully staged to ensure continuity across dissimilar routing domains and storage networks.

Outcome: The migration was completed successfully, with disruption limited to short, planned maintenance windows agreed with the customer. The Trust now benefits from a simplified, automated, and resilient infrastructure that can be supported by its internal IT team with reduced BAU overhead.

Clients

Panacea has a proven track record of delivering managed support and networking services across the UK public sector, particularly in healthcare and government. Our referenceable clients include:

Surrey and Sussex Healthcare NHS Trust



Surrey and Sussex Healthcare
NHS Trust

Royal Surrey NHS Foundation Trust



Royal Surrey
NHS Foundation Trust

Royal National Orthopaedic Hospital NHS Trust



Royal National
Orthopaedic Hospital
NHS Trust

UK Health Security Agency (UKHSA)



CONTACT DETAILS

For G-Cloud enquiries, please contact

Martin Flammia, Director
Panacea Networking Limited

 67-169 Great Portland Street,
5th Floor London, W1W 5PF

 gcloud@panacea-networking.co.uk

 0207 101 3111