

Data Location Optimisation

G-CLOUD 15 – SERVICE DEFINITION



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business



Introduction

Vodafone Professional Services are a comprehensive portfolio of services that help our customers to modernise their IT and select the right platform for their systems and workloads.

These services provide solutions at all stages of a customer's cloud transformation journey, from deciding the best strategic approach and selecting the right platform to defining a multi-cloud architecture, modernising and migrating applications and configuring a secure cloud environment ready for global delivery and operations. Vodafone has highly qualified engineers and architects on hand to help customers deliver complex projects and accelerate business growth. This document constitutes the Service Description in relation to: Vodafone Data Location Optimisation.

Service Description

The Data Location Optimisation or DLO Service is:

"Leverage a one-stop data management platform for business insights, data protection, compliance and migration across on-remise and hybrid-multi-cloud environments."

Through this service, Vodafone aims to provide our customers with the capability to efficiently manage their unstructured data across all platforms. Ensuring that all our customer's data is analysed, efficiently managed, secured and stored in the most optimal space to meet cost, performance, and availability needs. The service is provided on a time and materials basis with additional software licenses charges. The minimum purchasable license for the service is 1TB.

Service Delivery Approach and Key Activities

Vodafone will provide resources and subject matter expertise to conduct the service activities from a designated remote customer location.

Vodafone will make available a team of experienced subject matter experts to deliver the service, incorporating the following:

- Data Consultant
- Associate Technical Data Consultant
- Data Consultancy Project Manager

The typical service delivery activities are divided into 4 main phases as explained below.

1. Discovery Phase – 3 weeks approx.
 - Assess the customer's existing environment to develop a baseline inventory.
 - Conduct interviews to gain understanding of current data management policies
2. Analyse phase – 4 weeks approx.
 - Review key metrics including capacity, usage, access, age, and sensitivity
 - Map relationships between data, applications, and infrastructure
 - Pattern Analysis
 - Capacity Planning
 - Performance Data
3. Recommend Phase – 2 weeks approx.
 - Create strategy to yield both short and long-term efficiencies
 - Advise on and perform risk reduction
 - Identify the smartest location for each dataset based on factual evidence
4. Place Data Intelligently Phase



- Turn recommendations into actions
- Move Data

To deliver this service we give our customers access to StorageX, an unstructured data migration software from Data Dynamics. Along with the core StorageX software, additional add-on modules are available at an additional charge.

Standard Service Components

The DLO service is based on Storage X, an unstructured data migration software that provides customers access to the Data Dynamics Data Management Platform, a single software platform to unlock data-driven insights, secure data, ensure compliance and governance and drive cloud data management.

Please see the below table to understand what the most typical configuration would look like. Note that this is an estimation and is subject to change according to customer requirements.

StorageX 8.5.1

				Recommended (Scaled Multi-node config)		
Application Name	VMs	Location	OS Type	CPU	RAM	Free Disk Space
SX Server	1	TBC	Wintel	16	64	500
SX Metadata Service	1	TBC	Wintel	16	64	200
UDE (Universal Data Engine)	2	TBC	Wintel	8	16	100
Redis Cluster	3	TBC	Linux	16	32	200
Elasticsearch Cluster	3	TBC	Linux	16	64	1,250
Total	10			72	240	2250

The “standard” DLO service can then be further complimented with the addition of “optional” service components.

Optional Service Components

Our customers can choose to enhance the service by complimenting the standard Data Location Optimisation services with any number of the following “Optional Service Components” for an additional charge.

Insight AnalytiX

This is a strongly recommended module.

Insight AnalytiX, is a Data Analytics software that helps enterprises discover and tag unstructured data. This software uses data discovery, data classification and content analysis tools to filter sensitive or private information from unstructured data file content and ensure maximum accuracy in identifying PII/PHI/sensitive data. Additionally, it uses advanced, multi-level logical expressions and a combination of logical operators to generate actionable data-driven insights into risk exposure with descriptive and diagnostic analytics. By using Insight AnalytiX, data custodians can manage enterprise information effectively, comply with security requirements, and embrace data-driven management.

Migration

This module drives intelligence-driven, automated data migrations to meet the needs and scale, enabling enterprises cloud backup, data centre consolidation, cloud adoption, and more.



Accelerate Your Journey to Cloud – Intelligent data mobility at petabyte scale with the Mobility Suite accelerates the journey to the cloud by up to 3x, at a fraction of the cost of other solutions.

Infrastructure Optimization – Enterprises can accelerate their data centre consolidations and reduce time-to-complete by up to half, all at a fraction of the cost.

Data Lifecycle Management – Create consistent and automated file management policies that intelligently connect all your data storage resources across all your environments.

Note: The migration module license is free when customers are migrating to Azure and have a Azure CSP ID.

Archive

StorageX delivers an archive solution where there is nothing in the way of your data. There is no gateway, no file virtualization, no proprietary namespace, and no stub creation.

- Intelligently manage your data with StorageX Analytics by identifying files to move to low-cost object storage for long-term archival and cloud tiering.
- Add custom metadata tags to the scanned data set to ensure strong data quality.
- Create archive policies from the analysis to move petabytes of unstructured data to any supported object storage resource for long-term retention.
- Retrieve archived files, directly access your object files using any S3-compliant object store browser and avoid license fees to access or read your own archived files

ControlX

Mitigate the risk of sensitive data access and misuse through a multi-approver remediation workflow, data quarantine and immutable audit logs powered by blockchain.

Quarantine Sensitive Data – Quickly and securely migrate sensitive data from its current storage location to a more secure location, such as a share on a file storage resource or an object storage bucket.

Restrict Access to Sensitive Data – Remediation Analysts can choose to secure files from unnecessary access. This is achieved by excluding public access from the reported sensitive files.

Blockchain-backed Audit Trail – Blockchain technology built in to ControlX is implemented to provide a scalable and immutable audit trail.

Main Deliverables

With the delivery of Data Location Optimisation, Vodafone will complete the following three deliverables:

- a) Design Document – pdf document that provides you with a high-level design of the solution. This document will include strategic recommendations and analysis to deliver the maximum value to our customers
- b) Software and modules as per the design
- c) Moved/replicated files as per the design

Service Pre-requisites

To successfully deliver this service, the following pre-requisites will need to be validated:

- a) have a repository containing suitable data in place;
- b) have either suitable cloud service agreements in place for an environment to support the service or suitable hardware installed to support the running of the StorageX Software to be used and the required processing of the data.



- c) provide Vodafone access to application, security and infrastructure subject matter experts who can assist in the implementation of the application support service
- d) have a clear understanding of the source and destination infrastructure that will be used to deliver the DLO service.

Charges, Billing and Complaints

Charges

Vodafone Cloud and Security charges can come in a number of forms – for example, non-recurring, monthly-recurring or usage based charges. Unless otherwise advised in the specific service definition, all professional services engagements are charged on a non-recurring charges basis. Each professional service will be different in its scope and therefore charges will be different for each engagement. However, our services will always be based on a clearly defined scope and set of deliverables. Where a professional service is provided on a time and materials basis, all charges will be clearly defined and rate-carded.

Billing

Key contacts: Your Account Manager or Billing Account Manager.

If you do not have a dedicated Account Manager or Billing Account Manager, the Customer Service Billing Centre can be contacted at: cbssc@vodafone.com

Complaints

Vodafone takes great care in providing the highest level of support for our products and services. If you experience any dissatisfaction with any of our products, services or support, a dedicated team is on hand to assist.

The Vodafone Complaints Team is available during normal working hours (09:00 to 17:00 Monday to Friday, excluding bank holidays), and will attempt to respond to issues raised by customers within one working day.

All commercially reasonable actions will be taken to resolve the complaint immediately. However, in the event of a resolution not being immediately possible, the Complaints Team will attempt to provide you with a status update via telephone or email, every 48 hours.

The Complaints Team can be contacted at: complaintsteam@vodafone.com or by ringing: **0800 048 1411**.

Business Continuity Disaster Recovery

Vodafone's standard Business Continuity Disaster Recovery plan will depend on the solution and support model that the customer has chosen to purchase.

Any required Business Continuity Disaster Recovery plan will be discussed at point of order.

Please contact frameworks_team@vodafone.com for more information.

Why Vodafone?

Vodafone Business is one of the world's largest telecommunications companies and provides a range of services including voice, messaging, data and fixed communications. Vodafone Business has mobile operations in 25 countries, partners with mobile networks in 42 more, and fixed broadband operations in 19 markets. As of 31 December 2018, Vodafone Ltd had approximately 700 million mobile customers and 21 million fixed broadband customers, including all of the customers in Vodafone's joint ventures and associates.

By connecting people, places and things, Vodafone Business helps businesses of all sizes to succeed in a digital world. Our expertise in connectivity, together with our leading IoT platform, multi-cloud solutions, digital services and global



scale, delivers the results customers need to help them progress and thrive. We are trusted partner to businesses of all sectors and public services around the world, and work side by side with them to understand the unique challenges they face and the goals they want to achieve.

For more information, please visit: www.vodafone.com/business.

Next Steps

If you want to discover more about Professional Services or any other Vodafone cloud service, please contact frameworks_team@vodafone.com.