

Service Description

G-Cloud 15

Lot 2a

Colt SD-WAN

Abstract

This document describes the Colt SD-WAN service including

- Objectives, capabilities, onboarding and offboarding support
- Implementation plan and pricing

Document Version v1

Release Date 30/01/2026

Author Colt Technology Services

Copyright ©

No part of this document may be reproduced or adapted in any form, including photocopying or storing it by electronic means, except as is necessary for the purpose of the recipient's dealings with Colt, without the written permission of Colt. Any copies made of any part of this document shall include the notice:

© 2025 Colt Technology Services. The Colt name and logos are trademarks. All rights reserved.

No information contained in this document shall be disclosed to any third party without the written permission of Colt.

Contents

1. Service Overview 3

 Technical Features/Capabilities3

Onboarding and Offboarding Support 3

Implementation Plan 4

 Approach.....4

 Mobilisation & Start Up:.....4

 Initiation4

 Planning.....4

 Implementation4

 Closure (hand-over to operations).....4

1. Service Overview

Colt's SD-WAN is a managed service that enables enterprise customers to improve the performance and manageability of their network by enabling network traffic paths to be easily defined and managed on a per application basis and by providing useful analytics and network status information.

- Colt SD-WAN with hybrid connectivity is a complete WAN solution to support secure, scalable networks across a full range of connectivity types. We offer co-managed and managed service options to help you:
- Gain Agility: Adapt quickly to changing business needs via our self-service portal. Benefit from faster site provisioning and support digital business and cloud initiatives with additional services like Colt Adaptive Network Control.
- Increase Availability: Leverage flexible WAN design options to fit individual site needs including high-availability configurations.
- Improve Cost Efficiencies: Seamlessly integrate multiple hybrid connectivity options and flexibly use them across your ecosystem. In addition to reducing administrative overhead with a single invoice, you'll benefit from price predictability with fixed operational expenses.
- Boost Application Performance: Align routing with application and business requirements to deliver proven customer experiences with a high-performance network — ideal for the growing number of cloud applications driving business.
- Decrease Business Risk: Leverage our expertise to reduce the implementation and security risks associated with transforming your network and adopting new technologies.

Technical Features/Capabilities

Broad range of connectivity options including MPLS/IP VPN, broadband aggregation, dedicated internet, 4G/LTE and/or bring-your-own transport.

- Flexible WAN design options to fit individual site needs including high availability configurations.
- Service wrapper that includes design, deployment, service configuration, site activation, change management, appliance/circuit monitoring and event management, appliance upgrades and 24/7 support for the entire WAN solution.
- SD-WAN-hosted infrastructure, software licenses and multiple rental customer premise. equipment (CPE) options supporting up to 10 Gbps.
- 24/7 customer self-service portal access for agile co-management.
- Authentication, key exchange and encryption.
- Application identification with automatic identification of over 3,100 pre-defined and customer defined applications for policy-based application control.
- Historical analytics, reporting and near real-time tools.
- Integrated firewall with optional next generation firewall functionality including URL filtering, IP filtering and IDS/IPS.

Onboarding and Offboarding Support

Colt provides a number of services to support the onboarding of a customer environment to the SD-WAN Solution including but not limited to; Design and Data collection services to scope, size and design the configuration; Project Management; Installation and support of SD-WAN services.

During the on-boarding phase, the customer will be presented with an overview of the solution and services, kick off session for solution, transition and lifecycle services. Colt will hold a welcome meeting, provide training on Colt's customer portal.

The Colt SD-WAN portal enables user to access comprehensive set of analytics, configuration and monitoring features in line with the given access level. The Colt Customer Portal enables on-line ticketing support including the following: - Create, view, update, escalate or cancel trouble tickets. - View ticket history for performance trending. - Create and view Reason for Outage (RFO) requests on trouble tickets. - Receive proactive notification of trouble tickets and network maintenance activities across services via email. - Create, view, update, escalate or cancel trouble tickets. – Self-management of application policies determining how they are forwarded and prioritised over the SD-WAN service.

Colt will provide user documentation to enable the customer to begin using the service. Colt could offer on-site training after a service deployment to floor walk or provide user workshops to ensure users were comfortable using any new technology. Colt can also provide managed on-site incident management for SD-WAN. However, these items may be a chargeable activity.

The construction of Customer Information Guide using customer specific information, review of customer documentation (Customer Information Guide, Reports, RCA's). Multiple training session on Colt's customer portal and Incident Management, Change Management & Order Management process and procedures. Where customers require added support for this Colt can offer support through our Professional Services team to consult on the requirement and design needs and collect the necessary data to form the configuration build. This is usually conducted by a face to face workshop type session. Following deployment, on-site user or train-the-trainer training is available through the user adoption service.

Implementation Plan

Approach

Mobilisation & Start Up:

- The Colt project team will mobilise the project through the Start-up phase, this phase provides the preparation required to launch the initiation phase. The objective is for the Colt project team to undertake project due diligence by reviewing all aspects of the contract and business case. This is to determine if there are any non-standard elements of the proposed solution and define the project approach, in terms of implementation and migration. At the end of the Start-up phase the project management team will attend a Colt Project Board for review of the phase and seek approval from Colt Service Delivery to proceed to full Initiation of the project.

Initiation

- This Initiation phase encompasses the engagement of key technical, operational and business stakeholders within both the customer's organisation and Colt enabling a formal kick-off session to present the objectives, scope, dependencies and initial risk network assessment. The objective of Initiation is to inform the customer and prepare the Colt Service Delivery function for the key activities required:
 - Access circuit procurement of 3rd party leased lines
 - Capacity Management and Planning
 - Implementation of (primary and secondary) connectivity into customer sites

Planning

- The Colt team has identified the Planning phase as critical in being able to determine and validate key information and data sources such as:
 - User profiles
 - Critical applications and data.
 - Site categorisation and site priority
- These input sources will inform the site rollout strategy and will help to determine key risks and dependencies.
- Colt will work with the customer during the Planning phase to define the deployment strategy for the Bridge Heads (NNIs) between the Colt network and the customer incumbent network. Resource requirements or constraints can be further validated against the proposed dedicated and shared resource profile. This phase will also enable the customer to advise on compelling events, change management processes that Colt can use to help determine the rate of migration that is permitted within the context of the customer's business.

Implementation

- Support Management will be engaged at the start of the Implementation phase to begin preparations and the creation of key Service Assurance deliverables required to implement governance and reporting. This will be a key activity in establishing the framework for In-life Service Management of the customer Network and Services.

Closure (hand-over to operations)

- Following successful implementation and migration of sites to the Colt network, the Colt Project Management team will commence formal closure of the project. This phase will include the hand-over from the Project Manager to Colt Service and Operations which will be managed by the Customer Support Manager under the In-Life framework.

End of Document