

G-Cloud Service Definition

NEC MultiCloud

Crown
Commercial
Service
Supplier

G-Cloud - NEC MultiCloud

Overview

NEC provides strategic consultancy, security testing, disaster recovery solutioning, Business Analysis, Data Analysis and modelling, Business Intelligence, software development services, innovation through Design Sprints, Agile application development, the provision of additional SaaS, PaaS or IaaS, and the management required to support services delivered in both private and public cloud.

NEC MultiCloud comprises the above services and groups them into three separate streams which can be purchased in isolation or in combination:

1. Design.
2. Implementation.
3. Cloud Delivery.

These are available for both public and private cloud infrastructure; we work with public cloud providers and/or use our own private cloud to deliver flexible compute and storage.

We provide standard server builds (Infrastructure as a Service and Platform as a Service), Oracle, SQL Server, Windows and Linux. Different levels of compute and storage can be applied to these as required.

We provide service packages according to your requirement, based on the NEC rate card.

Design

Planning

NEC provides a solution design service as part of its cloud hosting, this includes evaluating appropriate cloud providers, applications being hosted and the Business As Usual operating model. We help create business cases for cloud adoption and gather the operational requirements of the solution, such as the availability and level of resilience required. At a detailed level we look at the security requirement that includes how the cloud hosted services will be accessed, how it will be supported, and the classification of the data being hosted. We have a model solution in terms of user access and security architecture that looks at each layer of the solution.

Implementation

Setup and Migration

We have a proven methodology to transition customers from on-premise or existing cloud services.

Our 'Cloud Engagement Process' document initiates the discovery phase whereby we capture the infrastructure requirement, application requirement, network configuration, local services such as print, integrations and key dates and dependencies. An initial plan is provided, based upon our templates, which is specific to each individual customer, this is then used as the basis to work with you to create the joint plan which is used to take the project forward.

Having identified the key stakeholders and technical specialists from both sides we then commence the transition. Typically, we spin up the test infrastructure, undertake initial data migration (if appropriate) and establish the UAT environment. Often there will be a staging area or cross platform service depending on the existing service, this will be made available for the transition phase and until the service moves into BAU.

As part of the live migration, we provide an intensive level of support to ensure all aspects of the service are fully functional. Prior to live migration we ensure any agreed reporting and escalation paths are in place.

Quality Assurance and Performance Testing

The process of assuring the quality of service provided and its performance, is a continuous activity. It begins with the migration, is fine-tuned during the run-up to live service, and then embedded as a service standard.

We support you in defining what levels of service are required and then configuring / building the necessary tools for monitoring that those levels are adhered to.

Security Services

We have a dedicated team of security consultants who participate in the design, build and ongoing support of our cloud services. This team undertakes necessary testing and always takes a proactive approach to ensure the security of the solution provided.

A range of services are available to be commissioned to ensure the ongoing security of Cloud services:

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security incident management
- Security audit services.

Cloud Delivery

We work with public cloud providers and/or use our own private cloud to deliver flexible compute and storage.

Our services are underpinned by our ITIL processes and where possible we provide the overarching reporting across the cloud environment. The ITIL processes include Incident, Problem and Change Management. When we on-board a service we configure the service management tools to ensure the appropriate workflows and escalations are set up both within NEC and for the customer.

Where appropriate we include a Client Service Manager who will be responsible for the ongoing relationship and, where necessary or applicable, will help with reporting, incident escalation and continual service improvement.

As part of the cloud delivery, we can provide support according to the chosen cloud vendor and customer requirement. This may include any of the following:

- Supporting IaaS / PaaS
- Database Administration
- Application Administration (patching, releases, support)
- Disaster Recovery
- Ongoing application development.

Ordering and invoicing process

If you wish to order these Services, a G-Cloud Order Form will need to be completed and signed by both parties.



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About NEC Software Solutions

Our customers change lives, so we create software and services that get them better outcomes. By innovating when it matters most, we help to keep people safer, healthier and better connected worldwide.

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