

PROACT

G-Cloud 15

Public Cloud Object Storage
as a Service Service
Defintion

Document control

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Company	Proact IT UK		
Address	Proact IT UK Grayson House, Venture Way, Chesterfield, Derbyshire, S41 8NE		
Telephone	01246 266 300		
Primary contact	bids@proact.oc.uk	Role	N/A

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Public Cloud Object Storage as a Service

Service Definition

Proact's Public Cloud Object Storage as a Service provides a cloud hosted, object storage service. This service is charged on a per TB basis, managed and maintained by Proact, providing the Customer with an object storage tenancy hosting buckets they can use for S3 compatible data storage.

The Customer consumes the service in the form of storage capacity in one or more object storage buckets. The S3 compatible object storage bucket(s) are accessible via Internet.

The deliverables of the Public Cloud Object Storage service is as follows:

- Provision of cloud hosted object storage capacity
- 24x7x365 Proact Service desk
- 24x7x365 automated monitoring of storage devices
- Self-service support and management portals
- Incident management and resolution
- Problem management
- Change and configuration management
- A named Service Delivery Manager to co-ordinate delivery and provide regular customer reports

This document contains the following appendix detailing the service definition for the Public Cloud Object storage service:

- [Appendix 1 – Public Cloud Object Storage](#)

Appendix 1 – Public Cloud Object Storage Service Definition

1.1 - Service Overview

Service Operations for Public Cloud Object Storage (PCOS) offers the Customer a cloud hosted, object storage service. This service is charged on a per TB basis, managed and maintained by Proact, providing the Customer with an object storage tenancy hosting buckets they can use for S3 compatible data storage.

The Customer consumes the service in the form of storage capacity in one or more object storage buckets. The S3 compatible object storage bucket(s) are accessible via Internet.

See the glossary for the definition of acronyms used.

General Service Deliverables
Proact shall: • Provide a service desk and customer support portal to report and update incidents, change requests and escalations. • Provide a Service Platform. • Maintain documentation of the service configuration. • Maintain a CMDB listing for all CIs. • Respond to Service Platform alerts and events and notify the Customer of relevant incidents. • Take appropriate action to restore operation of the Service Platform in case of outage. • Provide a major incident report, where required. • Provide a change advisory board to review normal, standard, and emergency change requests. • Subject to agreement, join the Customer's change advisory board, for relevant changes. • Implement agreed changes to CIs. • Respond to reasonable service requests for relevant information and advice. • Provide reasonable problem management. • Provide incident trend analysis.
The Customer shall: • Maintain compatibility with Proact-managed systems/applications at the hardware, OS, and application level. • Log incidents via the portal, telephone, or email. Priority one incidents must be logged by telephone. • Assist with any systems or applications not under Proact's management. • Respond to requests for information/actions within five working days. Inactive incidents may be closed. • Resolve health issues on customer-managed systems. • Nominate named individuals to engage with Proact on the approval and timing of changes. • Work with Proact to agree predefined actions for common types of incidents.
The following elements are out of scope of the service: • Upgrades or enabling of new features on the Service Platform or PCOS platform. Proact may upgrade either platform at its sole discretion.

Standing Charge
Proact shall: • Create a dedicated and secure tenancy within the PCOS Platform, for the Customer. • Manage the Customers tenancy. • Interact with the tenancy via the provided portals and APIs. • Provide S3 API access to the Customer's tenancy, via the internet.



• Provide support for encrypted protocols for transfer of data to and from the PCOS platform. • Provide support for storage of data in an encrypted format within the PCOS platform.
The Customer shall: • Where required, retain access keys and secret keys for PCOS buckets. • Use encrypted protocols to securely transfer data to the platform, where required. • Encrypt data prior to transfer, where encryption at rest is required.

Public Cloud Object Storage
Proact shall: • Provision object storage buckets for the Customer and make accessible via the internet, upon request. • Provide access keys and secret keys. These are issued during the bucket creation process only. • Report on bucket capacity, during Service Reviews or upon request. • Update policies for data retention, erasure coding, immutability and resilience, upon request. • Update users, groups and access rights, upon request.
The Customer shall: • Provide sufficient internet bandwidth for the transfer of service traffic. • Provide a network administrator to configure and troubleshoot service traffic. • Be billed for capacity held with a within an immutable policy, both during and outside the Contract term. • Request additional object storage buckets, where required. • Request changes to data retention, erasure coding, immutability and resilience, where required • Request changes to users, groups and access rights, where required. • Maintain overall responsibility the encryption of data in transit and at rest within the Customer's tenancy.

1.2 - Service Level Agreement

1.2.1 - Response Time Service Levels

Response	Proact is deemed to have 'responded' when a case is created in Proact's customer support portal and a case number is allocated.
Initiation	A change is initiated at the point at which (as recorded in the support system) Proact commences implementation of the change.
Response Time SLA - P1 Incident	Proact will use its reasonable endeavours to respond to priority 1 (P1) incidents within 30 minutes. A P1 incident is: (i) a reasonable request by the Customer, which will be logged by phone (not email), for support or information in connection with the services, in circumstances in which the service(s) are completely unavailable or are imminently expected to be completely unavailable; or (ii) an alert received by Proact directly from its monitoring platform in connection with the services, that the service(s) are completely unavailable or are imminently expected to be completely unavailable; or have breached defined critical monitoring thresholds; or (iii) an incident logged by Proact in relation to an imminent and serious threat to the service(s).



	If Proact fails to respond to a P1 incident within 30 minutes the Customer will be entitled to a Service Credit of 15% of the monthly minimum service Charges.
Response Time SLA - P2 Incident	Proact will use its reasonable endeavours to respond to priority 2 (P2) incidents within 1 working hour. A P2 incident is a reasonable request by the Customer for support or information, or an alert received by Proact directly from its monitoring platform, in connection with the services, in circumstances in which the service(s) are malfunctioning such that the service is significantly impacted but remains operational or have breached defined major monitoring thresholds. If Proact fails to respond to a P2 incident within 1 working hour the Customer will be entitled to a Service Credit of 5% of the monthly minimum service Charges.
Response Time SLO - P3 Incident	Proact will use its reasonable endeavours to respond to priority 3 (P3) incidents within 4 working hours. A P3 incident is a reasonable request by the Customer for support or information, or an alert received by Proact directly from its monitoring platform, in connection with the services, in circumstances in which the service(s) are malfunctioning but with no significant impact on service or have breached defined minor monitoring thresholds.
Response Time SLO - P4 Incident	Proact will use its reasonable endeavours to respond to priority 4 (P4) incidents within 8 working hours. A P4 incident is a reasonable request by the Customer for support or information, in connection with the services, in circumstances in which there is no specific malfunction.
Service Credit Limits	A Service Credit is not a refund, cannot be exchanged into a cash amount and is capped at a maximum of 50% of the monthly minimum charges for the relevant service. A Service Credit is the sole and exclusive remedy for any failure by Proact to meet its obligations under the SLA.
Response Time SLO – Standard Change Request	Proact will use its reasonable endeavours to initiate standard changes within 8 working hours from when authorised. A ‘Standard’ change is any pre-authorised change that is low risk, relatively common and follows a predefined procedure or work instruction. Proact’s change advisory board (CAB) is not required to approve ‘Standard’ changes prior to implementation.
Response Time SLO – Normal Change Request	Proact will use its reasonable endeavours to initiate normal changes within 8 working hours from when authorised. A ‘Normal’ change is any change that is not a ‘Standard’ change according to the above definition and is not an emergency. An agreed ad-hoc change to the configuration of the services. The CAB must authorise ‘Normal’ changes and approve an implementation plan.
Response Time SLA – Emergency Change Request	Proact will use its reasonable endeavours to initiate required emergency changes within 4 hours from when authorised. An ‘Emergency’ change is any ‘Normal’ change that requires an expedited timeframe to resolve a P1 incident causing significant impact to the services in scope, and which cannot wait for review and approval from the CAB. Where there is not an active P1 incident, the change shall not be classified as ‘Emergency’. Proact’s Emergency Change



	Advisory Board (E-CAB) must authorise 'Emergency' changes and approve an implementation plan. If Proact fails to respond to an Emergency Change Request within 4 hours, then the Customer will be entitled to a Service Credit of 15% of the monthly minimum service Charges.
Response Time SLO – Service Request	Proact will use its reasonable endeavours to initiate service requests within 8 working hours. A 'Service request' is a reasonable request by the Customer for activity or information, in connection with the services, that is neither an incident nor a change and follows a predefined procedure or work instruction. A common example of a Service Request is a password reset.
Working hours for changes	All Standard changes and Normal changes shall be scheduled by Proact and will be carried out during local business hours except where a change is requested by Proact and is expected by Proact (upon evaluation by the Proact CAB) to have a significant impact on availability or performance of the services in scope. The Customer may request that any particular change is implemented at a specific time, including outside local business hours, but, if such request is accepted by Proact, additional charges shall apply as agreed in advance between Proact and the Customer. 'Emergency' changes are implemented 24/7 and are not subject to additional charges.

1.3 - Vendor Terms

In addition to the terms and conditions set out in this Managed Service Agreement the Customer shall be subject to the relevant vendor terms set out at <https://www.proact.eu/en/about-us/terms-and-conditions/vendor-terms/>.

Vendor Name
AWS
Azure
Wasabi

1.4 - Glossary

Glossary Term	Definition
Configuration Item (CI)	A term used for a component which is within the scope of the Contract and stored within the Configuration Management Database (CMDB). The CIs will be buckets of storage held within the Object Storage platform, as set out in the Contract.
Service Platform	Depending on the service, Proact will provide monitoring and/or management platforms to enable delivery of the service. These Service Platforms are managed by Proact.
PCOS Platform	The Public Cloud Object Storage Platform is a public cloud based object storage platform utilised by Proact to deliver the PCOS service. The PCOS platform is the repository for the object data uploaded by the Customers business systems, servers and hardware.