



BRILLIANCE. TOGETHER.

OCF Storage Services

G-Cloud 15

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About OCF

Background & History

As a UK foremost Value-Added Integrator in High Performance Computing (HPC) and storage solutions, OCF Limited have consistently delivered our industry-leading technical expertise, consultancy services and in-house professional capabilities for over two decades. Primarily servicing the higher education and public sector research industries, OCF combine our specialised knowledge with our numerous trusted partnerships to create cutting edge technology solutions which allow our customers to excel in research and product development.

Headquartered in Sheffield, England, OCF was founded in 2002 supplying High Performance Technical Compute and Visualisation Solutions to organisations throughout the UK and Ireland. Since that time, OCF has delivered well over 100 HPC solutions, including several systems featured on the World Top500 Supercomputing List and 100's of Petabytes of research and HPC storage.

20
Years
Experience

Research and technical computing technologies never stand still, and with recent advances in areas including Cloud Computing and AI, OCFs expertise, together with its solution partners skills and technologies, allows OCF to support customers in adopting these cutting-edge technologies today and into the future.

Over the last 20 years, HPC systems have become more mature and business critical - OCF continues to expand its professional services, support and managed services capabilities to meet these more demanding customer requirements.

The OCF business grows from strength to strength, and with a management buy-out in November 2019, by three long-standing and experienced employees, OCF will continue to support its new and existing customers in meeting their HPC, storage, cloud and AI requirements long into the future.

The Team & Skills

Designing, integrating, and supporting HPC and technical computing solutions requires significant expertise. To meet this need, OCF have a team of 47 staff including 23 full time engineers with the sole purpose of supplying Research and Technical Computing Solutions. We believe this to be the largest dedicated team in the UK.

Specialist
in-house
skills

OCF's in-house professional services capabilities and technology expertise spans our sales, pre-sales, engineering, operations, support, and project management teams making it possible for OCF to guide customers through the whole process from conception to a production ready research or technical computing service.



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Approaching Your Unique Requirement

Designing an HPC cluster or Storage Solution can be incredibly involved and complex. Selecting the most appropriate vendor, processor, memory architecture, accelerators and interconnect are all interdependent, along with choosing a suitable filesystem and cluster management/orchestration platform.

OCF have a team of highly experienced Account Managers, all of whom have extensive experience in research and advanced computing across various market sectors, but primarily within universities and UK research councils. Our Account Managers, reporting directly to the Sales Director, are geographically dispersed, and are assigned to customers within their respective assigned territories/sectors.

OCF's 20+ experienced presales experts, along with our customer services teams, will be available to offer support and assist throughout a project. Our technical experts will (free of charge) provide technical advice, design upgrades, and propose strategic plans. OCF customers receive direct post-sales support from our in-house teams and 1st line dedicated support. The University will receive ISO9001 accredited delivery and order management from our dedicated team in Sheffield UK.

Every solution
is bespoke,
based on best
practices and
vendor
reference
architectures

Every requirement is reviewed as a team and the most appropriate partners and technologies are selected considering the technical requirement, commercials, and supportability of the end solution. Every solution OCF proposes is unique but based OCF/Vendor best practices and proven 'building blocks' wherever possible to give the flexibility of a fully bespoke solution without the associated risk.

The OCF sales and pre-sales teams undergo continuous professional development and training, both internally and with our partners and suppliers, ensuring that all team are up to date with both current and future technologies.

Delivery, Project Management & Integration

Every project delivered by the OCF Professional Services Team is coordinated by a PRINCE2 Accredited Project Manager. All OCF projects follow a tried and tested PRINCE2 methodology and are delivered in line with ITIL V3. OCF's accredited Project Managers lead implementation and onboarding, verify that Buyer expectations are fulfilled, and advise on timescales and professional services requirements.

A proven, repeatable
process for
successfully delivering
complex systems

All project phases, from delivery to build to operational support, are discussed and documented during a Project Definition Workshop to ensure that all parties have an opportunity to discuss and agree the technical, communication and logistical requirements of the project.



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A Statement of Work document is created by the OCF team which details the work to be undertaken, the results to be achieved and how these will be measured.

The OCF Project Manager communicates with Buyers and stakeholders throughout the process, guaranteeing that all parties are aware of progress made and that any challenges are effectively communicated and swiftly resolved in a collaborative manner. To ensure successful delivery of projects, OCF has implemented a Quality Management System (QMS) based on the requirements of BS EN ISO 9001:2015. The system has been developed to enable full integration of customer, in house and any 3rd party specific requirements.

On-going Support & Managed Services

OCF 'Frontline' Service Level Agreements are available for all OCF solutions. In conjunction with vendor and community support, OCF provide a break/fix service to assist in the problem diagnosis and resolution of all support issues. The OCF Customer Support Team are skilled HPC engineers who can provide Level 1 to Level 3 support in-house. If further support is required, 'Frontline+' allows the below supplemental options to be added.

The OCF Remote
System Administrator
will become an
extended member of
your Team

OCF offer an optional fully managed Remote System Administration capability which handles all HPC resource administration, enabling Buyers to focus on organizational activities.

OCF's Remote System Administrator will become an extended member of Buyers' teams, ensuring the smooth day to day running of HPC clusters, storage and associated services as well as dealing with support issues, user requests and keeping on top of software updates and security/feature updates.

OCF greatly value our strong customer relationships; the OCF Account Management business model places focus on customer satisfaction and collaboration. OCF aim to grow together with our customers, with our in-house expertise and an extensive network of contacts and partnerships offering a unique value to Buyers.



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1. Description of the Service

1.1. Summary of offer

The use of public and private cloud services to meet high performance and research data storage requirements is a growing field, however, with cloud technologies now reaching a level of maturity these services are becoming increasingly appealing to more traditional HPC users and workloads.

OCF consultants can work with customers to deliver Proof of Concept (PoC), Minimum Viable Product (MVP), Testing/Development and production environments.

The OCF team are highly experienced in delivering public, private and hybrid solutions across all major public cloud providers that allows delivery of full end to end hybrid/multi-cloud environments.

This offering further extends the additional OCF G-Cloud services available and includes the provision of OCF Cloud Infrastructure Design, Deployment and Management Professional Services to further customise our other offerings or leverage the cloud expertise of OCF on a consultative basis.

1.2. Professional Services Specialisms

Commercial Cloud services

- AWS FSx
- AWS S3
- AWS S3 Glacier & Glacier Deep Archive

Private cloud installation services

- IBM Storage Scale
- IBM Storage Fusion
- IBM Storage Ceph
- WEKA IO
- VAST Data
- Lustre
- BeeGFS

Automation & Configuration Management

- Ansible



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- Saltstack

Configuration of Storage in the public cloud

- Amazon - AWS
- Google - GCP
- Microsoft - Azure
- OVH - Cloud
- Hetzner - Cloud

Cloud tiering/backup on-premises Storage services to Cloud

- IBM Storage Protect
- IBM Storage Scale
- IBM Storage Ceph
- WEKA IO
- Veeam
- Atempo Miria

Monitoring

- Log aggregation
 - Elasticsearch
 - ELK
- Prometheus
 - CrateDB
 - InfluxDB
 - AlertManager
- Grafana
 - Custom Dashboards
 - Reporting

2. Onboarding & Offboarding Support Provided by OCF

OCF will assign a Project Manager and lead engineer to the project. Following the purchase of an OCF professional services package, the Buyer will be contacted by the OCF Project Manager who will run-through a mini Project Definition Workshop (PDW) via web-conference, describing the solution, discussing and agreeing technical details and agreeing how the project will be approached.

Following the PDW, a Statement of Work will be proposed to the Buyer for review and approval. The Project Manager will drive the project from initial purchase order through to Acceptance and handover back to the Buyer and OCF support team.

Following handover, OCF will assign an Account Manager who will act as the Buyer's primary non-support contact within OCF and to ensure a continued relationship between OCF and the Buyer.



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Pricing Overview

Service	Cost (ex VAT)
25x OCF Service Credits OCF will provide remote consultancy at the request of the customer to perform environment change requests to a customer environment. All work must be pre agreed with the OCF Professional Services team and where feasible a Statement of Work Document must be drafted and pre-signed between both parties before any consultancy work will commence. Used and unused hours will be accounted for within the OCF web base support portal. Usage reports can be generated at the request of the customer at any point. Used units are based on 1x hour of remote time at a minimum, 8x units will constitute an entire working day of consultancy, 12x units can be converted into an onsite consultancy day if required, this must be pre-agreed with the OCF Professional Services team before conversion. OCF Service Credits are valid for 12 months	£4,062.50
1x Day on-site Consultancy	£1,500.00
1x Day remote Consultancy	£1,300.00
1 Year Managed Services Contract	£75,000.00
Additional Year OCF Break/Fix Support Monday-Friday 9:00 – 17:00	£7500.00



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3. Service Levels & Support

OCF provide single point of contact support entitlement via email, telephone, and Web Portal for Break/Fix support, providing Buyers with problem determination and break/fix support for agreed hardware, cloud service and software listed under the SLA. OCF will escalate hardware and software issues to suppliers as required when break/fix is not achievable. OCF will provide the Buyer with access to the OCF web-based support portal, OCF support hotline and OCF support email channels. All support tickets will be created within the OCF web-based support portal for review by the Buyer and OCF support teams at any point.

OCF Agreement Response: 4 Hours Response

(Mon – Fri, 9am – 5.30pm excluding Public Holidays)

4hrs response is an acknowledgement of the service/incident on our systems – this is not a guaranteed fix or a guaranteed HPC engineer working on the problem within these 4hrs, however OCF will endeavor to have an HPC engineer working on the solution ASAP once the ticket is raised.

4. Ordering & Invoicing Process

OCF Consultancy Services

- 25% Invoice upon receipt of Buyer Purchase Order
- 75% Invoice upon completion of services as defined in the quotation/proposal
- Payment due 30 days from Date of Invoice

Cloud Usage

- Previous months usage invoiced 1st of the Month
- Payment due 30 days from Date of Invoice



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5. Terminating a Contract

- A PO raised for OCF Storage Services is non-cancellable.
*Under exceptional circumstances an agreement may be made with director approval
- Contract for supply of cloud Services (monthly invoicing) can terminate with 1 Month Notice

6. Technical Requirements

Every cloud burst implementation on an existing Storage platform is different. Please contact OCF to determine if the above pre-packaged services package is appropriate for your cluster/use case.

- Existing Storage & Documentation/Build notes
- Storage Root Credentials
- Remote OCF access & credentials (for support)
- Network connectivity and sufficient bandwidth* to/from cloud service

*Varies depending on use case – please contact OCF if this is a concern.

Custom projects for non-eligible storage may be based on the above and additional professional services.



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