



G-Cloud 15 Service Description

Infrastructure Operations



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1. Proposed Services

Cloud21 specialises in maintenance and management of complex IT infrastructures in healthcare and schools. Fully aligned to ITIL best practice and managed by certified practitioners experienced in NHS IT, they can be scaled and customised to meet the challenging requirements where support of critical applications is key.

Cloud21 can support organisations in the following activities:

- Monitoring and resolution of Hypervisor Host, Windows Server, and SQL Server core functionality and performance metrics (CPU, memory, and disk utilization/capacity)
- Provisioning and decommissioning Windows Servers as part of operational processes and/or project work (excludes any 1st and 3rd party/supplier applications)
- Migrating VMs between different hypervisors (where appropriate tools are available, e.g. Microsoft Virtual Machine Manager, VMware Converter)
- Hypervisor compute and storage balancing (e.g. moving VMs between hosts, moving VM data between datastores)
- Monitoring and managing storage provision and utilization (e.g. creating/expanding LUNs, datastores and volumes)
- GPO management (limited to operational additions and alterations)
- Microsoft License analysis and optimisation (limited to Windows Server and SQL Server)
- Engaging and logging incidents with 3rd parties where direct resolution is not readily available (e.g. hardware component failures)
- Performing daily checks using existing toolsets (for example VMware vSphere, Microsoft Virtual Machine Manager, LogicMonitor) to identify existing and emerging threats and issues
- Operational escalations when internal teams cannot solve a problem
- Attend internal IT meetings (including Teams) to determine actions and provide updates

Cloud21 will support your infrastructure remotely over VPN or HSCN either on premise, within a 3rd party data centre, or we will work with you to migrate your services off site and then provide the ongoing support. Cloud21 supports Microsoft, Linux, and Unix platforms from desktop to server including end of life management and migrations. Our extensive knowledge of NHS clinical and non-clinical applications enables us to provide the appropriate support package and uptime including support during upgrades. Our technical specialists are also highly experienced with all major hardware vendors e.g. Dell, Palo Alto, Cisco, NetApp, EMC, Huawei, and HP and are experts in managing data centres and their associated components.

2. Services

Cloud21 have services to help organisations design and implement any infrastructure across on-premises, private, and public cloud services technologies.

We offer pricing that is engagement dependant, please do contact us to discuss but also please see our published rate card.

3. Our NHS customers most often use this service for

- Day-to-Day “Monitoring, Triage and Remediation” of Alerts using our LogicMonitor service
- Business as usual backfill for IT roles/teams
- Infrastructure design and build work
- Server migration work
- Infrastructure projects
- 3rd/4th line escalation path

4. Technology Partners

