

The background of the entire page is a close-up, artistic photograph of a person's finger touching a digital screen. The screen displays a complex data visualization, likely a financial or scientific chart, with multiple lines in shades of blue, green, and red. The lighting is dramatic, with strong blue and purple hues, creating a high-tech, digital atmosphere.

Claranet

Managed Data Platform Service

Service Description v1.00

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1. Introduction

This Service Description describes the service Claranet provides and details the Customer’s responsibilities in relation to this Service. The Service Description forms part of the Agreement between the Parties and should be read in conjunction with the terms of the Customer Experience for Managed Services Document (“CXMS”) and the Claranet Master Services Agreement (“MSA”) set out at www.claranet.co.uk/legal or as otherwise agreed by the Parties and the Parties agree to be bound by such terms. Unless otherwise specified, all terms used within this document are in accordance with the terms to be found in the CXMS and the MSA.

Claranet provides the following services as part of its Manage Data Platform Service (“Service”). The Service components and features are set out below along with the related responsibilities for that Service component/feature.

2. Scope of Service Description

The Customer acknowledges that any services, activities, or deliverables not expressly described in this Service Description are out of scope for the Service. Any components identified as optional or additional will be chargeable at an additional cost and must be purchased separately. Notwithstanding the foregoing, if Claranet performs any additional services, activities, or deliverables at the request or direction of the Customer, the Customer shall be liable for all associated Fees and expenses, whether or not a formal Order Form or Change Request has been executed.

3. Service Overview

The Managed Data Platform Service is a Managed Service offering designed to optimise the performance, reliability, and scalability of the Customer’s enterprise data solutions. This Service builds upon industry best practices to ensure that the Customer’s data platforms – encompassing ingestion, processing, analytics, and storage – operate efficiently while driving business insights and innovation.

By establishing monitoring processes, resources and pipelines are kept operational with an improved capability for issues to be detected, forecasted and prevented. Alerting can be configured to enable agile escalation and resolution of failures, reducing downtime and accelerating the triggering of fail-over processes.

Recommendations based on data-driven analysis provides insights to improve decision-making, resulting in a plan to implement improved standardisation, implement best-practice, optimise performance and costs and prevent faults. Recommendations provide clear actionable tasks which enable processes to operate efficiently and prepare for future requirements.

4. Service Features

4.1. Standard Features

The following features are supported and included as standard:

Feature	Description
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Monitoring ensures visibility of the operational components of the Platform, including compute, storage, pipelines, reporting, and data quality, and enables proactive resolution of issues and performance optimisation. The Service tracks performance metrics, usage trends, and system health in near-real-time to help prevent potential disruptions and improve response times for incidents and anomalies. Alerts are configured to detect issues such as over-utilised resources, performance degradation, or usage spikes, enabling swift remediation. Monitoring ensures that the Customer's data platform remains stable, reliable, and responsive to workload demands.

Monitoring provides coverage of the following:

Monitoring & Alerting

- **Platform:** Status and availability.
- **Storage:** Capacity, read/write usage, access governance, latency, disk health and customisable anomaly detection.
- **Compute:** Resource utilisation, workload performance, versioning and updates.
- **Pipeline:** Delays, dropped jobs, error detection, throughput performance, status, execution tracking and integration availability.
- **Integration:** Runtime availability and latency, gateway bottlenecks, and error detection.
- **Consumption:** Query profiling, performance, and access activity.

Claranet will notify the Customer within two (2) business hours of an alert trigger.

Optimisation of platform resources focuses on improving performance, reducing costs, eliminating inefficiencies, and ensuring scalability and long-term readiness for future growth and workloads. For example, storage capacity and usage are analysed for storage-tier adjustments; compute workloads are profiled and rebalanced for better utilisation; whilst pipelines are evaluated for improved throughput and reduced latency.

Monthly/quarterly analysis and reporting provide advisory and recommendations for the platform, including the following areas:

Optimisation Reporting

- **Platform:** Recommendations for configuration changes for new or redundant features and cost optimisation.
- **Storage:** Storage allocation, tier configurations, archival processes, lifecycle management, partitioning strategies and file type optimisation.
- **Compute:** Rebalance workloads, scaling and rightsizing compute resources, address underutilisation, and parallelisation analysis.
- **Pipeline:** Report on pipeline bottlenecks, throughput optimisation, and high latency.

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- **Consumption:** Query performance profiling , dashboards, business intelligence and visualisation tools and machine learning workflows.

Integration: Gateway and runtime latency and bottlenecks.

Backup & Disaster Recovery

Management of backup processes provides confidence that, in the event of an outage, data, processes and data platform infrastructure is backed up and disruption is minimised. Managing backups ensures that recovery processes are consistent throughout a data platform in the event of disasters or other data-loss scenarios.

- **Infrastructure as Code:** Configurations for infrastructure components are stored as code to enable recovery and rollback.
 - **Configuration as Code:** Configurations for data platform components (pipelines, compute, etc.) are stored as code to enable recovery and rollback.
 - **Data as Code:** Storing data configurations such as database schemas and metadata as code, to enable recovery and rollback.
 - **Storage:** Storage snapshots are retained and managed for recovery and rollback purposes and redundancy configurations are maintained.
 - **Recovery Testing:** Recovery testing is performed quarterly/bi-annually to ensure efficient and effective recovery procedures.
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Platform Administration

The Service provides support for managing day-to-day platform operations, including configuration management, updates, user access control, and scaling workflows within a data platform. Administrative tasks ensure that the data platform is secure, updated, and running smoothly while being aligned to organisational policies and procedures. Management includes setting up resource policies, enforcing best practice, and tracking changes to the data platform for audit purposes. Efficient data platform administration, reduces operational complexity, improves overall resource management, and ensures compliance across systems. Claranet will leverage Infrastructure as Code, Configuration as Code and Data as Code, to efficiently administer the platform.

- **Configuration Management:** Manage resource configurations across compute, storage, and pipelines.
 - **Updates and Scaling:** Manage security patches, version updates, scale resources based on workload.
 - **Log Management:** Management of log storage retention periods, access and destinations.
 - **Alert Management:** Managing and maintaining alert configuration.
 - **Audit Tracking:** Record changes to infrastructure for compliance and governance needs.
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Release & Change Management

Management of development processes and development standards for the data platform, and reliably managing the release of changes, ensures the stability, scalability, and compliance of the data platform in the production environment. The Service focuses on approving new developments, managing CI/CD workflows, and ensuring efficient delivery of updates and changes while minimising risk to live environments.

- **Change management:** Oversee the planning, approval, and release of changes to the production data platform.
- **Releases:** Schedule releases in alignment with business priorities while minimising operational disruptions.
- **Rollback:** Define fallback and rollback strategies to mitigate potential issues during changes.
- **Post-release monitoring:** Monitor and validate the stability of changes post-release, providing proactive issue handling.
- **Production readiness:** Review new releases, updates, or deployments, which have been pre-approved by the Customer to ensure readiness for production.
- **Compliance:** Validate developments for functionality, compliance with policies, and alignment with organisational goals. Ensure testing has been conducted and signed off prior to production deployment.
- **CI/CD management:** Maintain CI/CD processes for infrastructure, resource configuration and process specific configuration.

Claranet will acknowledge requests for change approval and/or configuration amendments within four (4) business hours. An approval resolution estimate will be provided as part of the acknowledgement, calculated using the complexity of the change, the amount of effort required to review the change and the number of active concurrent requests. Claranet will manage a release schedule, in co-ordination with the Customer and a set amount of effort per month will allocated to managing releases.

4.2. Additional/Optional Features

The following features can be purchased on top of the standard Service and will be subject to additional charges and/or execution of a new Order Form:

Feature	Description
24x7 Service	Claranet can provide 24x7 coverage for the standard features. Specifically, this refers to the acknowledgement of alerts and requests for change approval/

	configuration amendments, changing the SLA from 24 business hours (9am-5pm, Mon to Fri), to 24x7.
Data Engineering as a Service	Claranet can provide flexible access to data engineering capability to implement required changes where recommendations have been made as part of the core Service. Development hours are provided as a consumable resource, leveraging Claranet's expertise to perform a range of development and data engineering activities, including: • Implementation, amendment, and testing for data pipelines, transformation logic and processes, ingestion processes, and data platform CI/CD pipelines; • Schema changes; • Indexing and query optimisation tasks; • Workload balancing and testing; • Data platform configuration amendment and testing; • Documentation. An estimation of effort will be performed for all development tasks so that resources can be aligned to meet development goals.
Data Catalogue Management	The Data Catalogue Management feature organises and maintains metadata, classifications, and governance policies for data assets, enabling data is observable and accessible, with straightforward discovery and consistent usage across the Customer's organisation. Key activities include: • Metadata Management: Maintain contextual metadata for datasets, pipelines, and reports. • Data Classification: Manage sensitivity levels and business domains for governance. • Catalogue Access Management: Manage access to data through Catalogue user access. • Asset Discovery: Enable searchable access to datasets and analytics workflows. • Data Lineage: Visualise data origins and transformations to track dependencies.
Data Visualisation & Reporting	A Data Visualisation & Reporting Managed Service can be provided by Claranet. The Service is designed to ensure the reliability, performance, and scalability of the Customer's organisation's data visualisation platforms and reporting frameworks. The following are included:

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- Monitoring & alerting;
 - Optimisation & Reporting;
 - Backup & Disaster Recovery;
 - Platform Administration; and
 - Release & Change Management.

Analytics Engineering can also be provided as an additional feature of the Data Visualisation and Reporting Managed Service.

Please refer to the Data Visualisation and Reporting Service Description for further detail.

The AI & MLOps Managed Service is a comprehensive offering designed to manage the operational lifecycle, reliability, and performance optimisation of AI and ML solutions. This includes Platform-as-a-Service (PaaS) AI and LLM solutions and bot services, Software-as-a-Service (SaaS) AI bot services, and custom LLM and ML solutions.

Managed AI & MLOps Service

The following are included:

- Monitoring & Alerting;
- Optimisation & Reporting;
- Backup & Disaster Recovery;
- Platform Administration;
- Release & Change Management.

Please refer to the Managed AI & MLOps Service Description for further detail.

The Data Platform Assessment is a professional service designed to evaluate the foundational health of the Customer's data platform. It is also used to assess the Customer's readiness for transitioning to Claranet's Managed Data Platform Service.

The assessment identifies gaps, assesses compliance with managed service prerequisites, and provides actionable recommendations to ensure the platform is prepared for a managed operations model.

Data Platform Assessment

The standard features included in the Data Platform Assessment are reviews and recommendations for the following:

- Platform & Process;
- Infrastructure as Code;
- Configuration as Code;
- Git Repository/ CI/CD;
- Logging Implementation.

Please refer to the Data Platform Assessment Service Description for further details.

5. Managed Service

This Service Description applies to Managed Services and will be read in conjunction with the CXMS, which provides a framework for Claranet's core support experience and describes what a customer can expect from any standard Managed Service solution provided by Claranet. This Service Description is intended to complement the CXMS and provide details specific to the Service. In the event that this Service Description conflicts with CXMS, the provisions of this Service Description will prevail to the extent of such conflict.

For this Service, Service Hours are defined as Monday to Friday 08:00-18:00 excluding UK Public and Bank Holidays.

6. Roles and Responsibilities

The Customer, or any appointed third parties, acknowledges and agrees to perform its responsibilities. Claranet's delivery, implementation, and performance of the Service depend on the timely and effective completion of these Customer's responsibilities and/or adherence to Claranet's reasonable instructions. If the Customer fails to meet these responsibilities and this results in an impact on any Service Levels set forth herein, Service Credits shall not be payable:

Responsibility	Description
Provide a suitable primary contact for the length of the Service.	To ensure smooth delivery of the Service, the Customer must provide Claranet with a primary contact with the relevant knowledge and experience to provide all necessary assistance to Claranet pursuant to this Service Description and/or the SOW.
Access to support, key staff and stakeholders.	The Customer must provide key staff and stakeholders, both internal and external (where relevant), are available for engineer visits, meetings and/or workshops. The Customer will provide the necessary access to support and relevant personnel. However, the Customer will be responsible for ensuring all communications to all key or relevant Customer managed stakeholders regarding the Service for the duration, including any technical change and/or approval required.
Provide a safe and suitable working environment.	Where Claranet employees are required to attend Customer and/or third-party premises, the Customer must ensure that Claranet employees are provided with a safe and suitable working environment.
Provide information required by Claranet.	The Customer shall provide any information requested in the format specified by Claranet within five (5) working days, unless agreed otherwise in writing.

Responding to project requests by Claranet.	The Customer shall respond to any project-related request made by Claranet within five (5) working days. Unless agreed otherwise in writing.
Reasonable and timely cooperation	The Customer will provide reasonable and timely cooperation and follow instructions as required by Claranet.
Notifications regarding maintenance	The Customer will inform Claranet of any scheduled maintenance or emergency maintenance within reasonable notice that will affect the Service's performance is scanning, verifying, and identifying vulnerabilities within the Customer's Assets.
Changes to information	The Customer will ensure that technical details are kept up to date by submitting to Claranet to update the relevant details.
Data Access Provisioning	The Customer must provide and maintain secure access credentials for all data sources and systems involved in the Service to ensure uninterrupted operations.
Data Governance Oversight	The Customer is responsible for defining data governance policies and participating in periodic reviews to ensure compliance with internal standards.
Compliance & Audit Coordination	The Customer must coordinate with auditors and compliance teams to provide necessary documentation and support during compliance assessments.
Security & Compliance Requirements	The Customer will provide relevant security policies and controls, compliance and regulatory requirements, and notification of any changes.
Data Platform Change Coordination	The Customer must ensure that any planned changes to the infrastructure, processes or configurations of the data platform, are communicated and planned with Claranet, so that any changes can be assessed for impact on services provided.
Change Coordination	Any planned changes to the infrastructure, processes or configurations of the data platform are communicated between the Customer and Claranet (and vice-versa), so that planned changes can be assessed for impact.

Change Approval & Notification

The Customer is responsible for a timely response to change notifications and requests.

6.1. Third Party Systems and Integrations

Alongside the Service, the Customer may gain or require access to third party systems or portals, and the details of such systems and the level of access will be confirmed outside of this Service Description. Claranet shall not be liable and cannot guarantee uninterrupted access to these systems.

Note: The Customer’s access may vary and may be affected by causes outside of Claranet’s control, such as but not limited to, maintenance, updates or patching of third party systems by third parties or the Customer’s intentional/unintentional changes to the scope, consumption or size of their Service. This may result in downtime and paused SLAs, as well as additional charges/Fees, including but not limited to, over usage charges.

6.2. Pre-Requisites

Before Claranet can commence the Services, the Customer is required to fulfil or complete the following pre-requisites to ensure that the Services can be delivered successfully. If such pre-requisites are not met by the Customer, then this may have consequential adverse impact on the delivery of Services and may prevent Claranet from delivering on its obligation and/or require changes in a Change Request Form to remediate any impact.

The Customer’s data platform must include key processes and components which are functionally implemented on any environment for which the managed service is required. These processes form a fundamental part of the managed service.

Claranet can assist with implementing these processes as part of a separate agreement.

Pre-requisites	Description
Network Access	The Customer will ensure Claranet is able to access the network(s) in which the platform is deployed. For example, VPN access or IP whitelisting.
Credentials & User Access	The Customer will provide Claranet with necessary credentials and relevant role assignments to be able to monitor and manage the data platform resources and repositories.
Git Repositories	The Customer will have a git repository for storing code artifacts for the following: • Infrastructure as Code;

	• Data as Code; • Configuration as Code.
Infrastructure as Code	The Customer will have a process for maintaining their infrastructure, using infrastructure as code to store their infrastructure configurations. This is used by Claranet to provide maintenance and change management of infrastructure components.
Configuration as Code	The Customer will have a process for maintaining their resource configuration. For example, compute configuration and pipeline configuration will be stored as code. This is used by Claranet to provide maintenance and change management of platform components and applications.
Continuous Integration / Continuous Delivery (CI/CD) Workflows	The Customer will have functional CI/CD workflows for any configurations stored as code within the data platform (including Infrastructure as Code & Configuration as Code). This is used by Claranet to provide maintenance and change management of all components of the data platform.
Data Platform Health Check	Where an existing Data Platform has not been built by Claranet, any high priority remedial actions identified by Claranet as part of a platform health check should be completed before onboarding. This is to ensure the data platform meets Claranet's functionality expectations and implementation standards.

Note: In the event a Pre-requisite is not fulfilled, the delivery of Service may be delayed, quality of Service may be impacted and/or additional costs may be incurred to deliver the Services. In addition, the Service shall not be subject to the SLAs or Service Credits (if applicable) and shall be provided on a reasonable endeavours basis until the above activities are completed.

7. Delays and Cancellation Terms

1. Professional Services, if applicable as part of delivery, must be used within six (6) months from the date of Customer's signature of the Order Form. At the end of this period, Claranet may invoice the full balance of any unused Professional Services Fees and the Customer shall pay such Fees in accordance with the Agreement. The Customer will then have a further six (6) months to utilise the remaining Professional Services. Any unused Professional Services at the end of this additional six (6) month period will expire. Unless otherwise agreed in writing, all Professional Services Fees are non-refundable.
2. The Customer agrees and acknowledges that Claranet will provide an estimate of time required to complete the Services. The Customer further acknowledges that additional Professional Services days

may be necessary to complete delivery. Claranet shall notify the Customer in good faith if it determines that additional days are required and such additional days may only proceed upon the Customer's authorisation through an additional Order Form.

3. If the Customer postpones a booking (e.g. a workshop, meeting or a call) at short notice, then the following will be charged by Claranet, depending on the amount of notice given:

Notice for Postponement	Postponement Fee
Less than 15 working days but greater than 10 working days	50% of the Fees associated to the booking
Less than 10 working days but greater than 5 working days	75% of the Fees associated to the booking
Less than 5 working days	100% of the Fees associated to the booking

4. If the Customer seeks to cancel a Service/s before the expiry of the Initial Term or Renewal Term, Claranet shall invoice the Customer for cancellation charges equal to the total Fees that would have been payable for the remainder of the Initial Term or Renewal Term of the respective Service/s, unless agreed otherwise in writing. The Customer shall pay such cancellation charges accordingly.
5. Once the cancellation has been processed by Claranet, the Customer shall follow Claranet's reasonable instructions to decommission any hardware and to cease access to relevant systems that the Customer received as part of the Service.

8. Assumptions and Exceptions

Service delivery may be affected if the following occur. Claranet shall not be responsible where relevant and to the extent the Service and any Service Levels set out herein are impacted by the below:

1. It is assumed that where required as part of the Service, access to the Customer's IT infrastructure is quickly established and retained for the duration of the Service. Any issues relating to access and permissions may result in work being halted or delayed until such access is resolved.
2. Where software licences are not provided as part of the Service, it is the Customer's responsibility to ensure they have the appropriate subscriptions and licences as required to benefit from the Service.

The costs of such licences and subscriptions are not included in the price of the Service as set out in this Service Description unless otherwise provided in the Agreement.

3. Claranet shall not be responsible for any failure of any component for which Claranet has no control over.
4. Claranet shall not be responsible for meeting any Service Levels to the extent that performance is impacted by the exceptions set out below. Accordingly, no Service Credits shall be payable in relation to any outage or failure resulting from such exceptions.
 - a. if the Customer is in default under the Agreement;
 - b. in the event that the Service is unavailable due to any component, event or situation not wholly within Claranet's control, including, but not limited to, a failure of a component that Claranet is not responsible, or issues with electrical power sources, networking equipment, computer hardware, computer software or website content provided or managed by the Customer;
 - c. in respect of any non-availability which results during any periods of scheduled maintenance or emergency maintenance;
 - d. in the event that the Service is disrupted or unavailable due to viruses, unauthorised users or hackers;
 - e. in the event that the Service is unavailable due to changes initiated by the Customer, whether implemented by the Customer or by Claranet on its behalf;
 - f. in the event that the Service is unavailable as a result of the Customer exceeding system capacity;
 - g. in the event that the Service is unavailable due to viruses, not arising from the failure or breach of Claranet or Claranet's Service;
 - h. in the event that the Service is unavailable due to the Customer's failure to adhere to Claranet's implementation, support processes and procedures;
 - i. in the event that the Service is unavailable due to the acts or omissions of the Customer and its employees, agents, contractors or otherwise;
 - j. in the event that the Service is unavailable due to Customer's third party contractors or vendors or anyone instructed by the Customer gaining access to Claranet's network, control panel or to the Customer's website at its request;
 - k. in the event that the Service is unavailable due to a force majeure event;

- l. in the event that the Service is unavailable due to any violations of Claranet's Acceptable Use Policy;
- m. in the event that the Service is unavailable due to the Customer's negligence or wilful misconduct, or that of any person authorised by the Customer to use the Services provided by Claranet;
- n. in the event that the Service is unavailable due to any failures that cannot be remedied because the Customer is unreachable or Claranet personnel are unable to access the Customer's relevant systems, assets and/or sites.

9. Terminology

Unless otherwise specified, capitalised terms used in this Service Description shall bear the same meanings as those used in the Master Service Agreement, unless otherwise expressly stated herein. Set out below are a description of key technical terms used in this Service Description.

Terms	Definition
AI	Artificial Intelligence, refers to Platform-as-a-Service AI and LLM solutions and bot services and to Software-as-a-Service AI bot Services, and custom LLM and ML solutions.
CI/CD (Continuous Integration/Continuous Delivery)	A set of automated workflows that streamline the development, testing, deployment, and release of code changes for infrastructure and application configurations. CI ensures code changes are integrated into a repository regularly, while CD automates the deployment process to deliver updates efficiently and quickly.
Configuration as Code (CaC)	The practice of storing resource and platform configurations (e.g., pipelines, compute, storage settings) as version-controlled code. CaC enables efficient maintenance, troubleshooting, and rollback of resource settings.
Customer Experience for Managed Services (CXMS) Document	The CXMS document provides a framework for Claranet's core managed support experience and describes what a customer can expect from any standard Managed Service provided by Claranet. It outlines the responsibilities of both Claranet and the Customer, including how to log

	and escalate cases, how SLA targets are prioritised, set, and achieved, as well as the tools used to perform these functions.
Data as Code	The process of creating standardised representations of data models, metadata, schemas, and configurations as machine-readable code. This allows for precise documentation, audit tracking, and recovery in the event of system failures.
Data Governance	The practice of managing the policies, standards, and controls that regulate data handling, including security, access, quality, and compliance requirements. Effective data governance ensures data reliability and compliance with policies and regulations.
Data Platform	An integrated collection of technologies, systems, and processes that facilitate the ingestion, processing, storage, analytics, and management of organizational data. A data platform supports enterprise decision-making and business intelligence workflows.
Disaster Recovery (DR)	A set of processes and tools designed to restore data platform operations in the event of service interruption, outage, or adverse situations. DR encompasses backup management, recovery testing, and rollback strategies to minimize disruption.
Infrastructure as Code (IaC)	A practice of managing infrastructure (e.g., servers, storage, networks) through machine-readable configuration files, rather than manual setup or configuration. IaC ensures consistency, scalability, and efficient recovery processes.
LLM	Large Language Model is a type of AI that is trained on massive datasets to understand, generate, and process human-like text
Metadata	Structured information that describes attributes of data, enabling discovery, classification, and governance of data assets. Metadata provides context that facilitates efficient data usage and management within the platform.
ML	Machine learning is a branch of artificial intelligence that enables systems to learn from data without being explicitly programmed. It uses algorithms to identify patterns in large datasets, enabling computers to

make decisions or predictions and improve their performance over time as they are exposed to more data.
