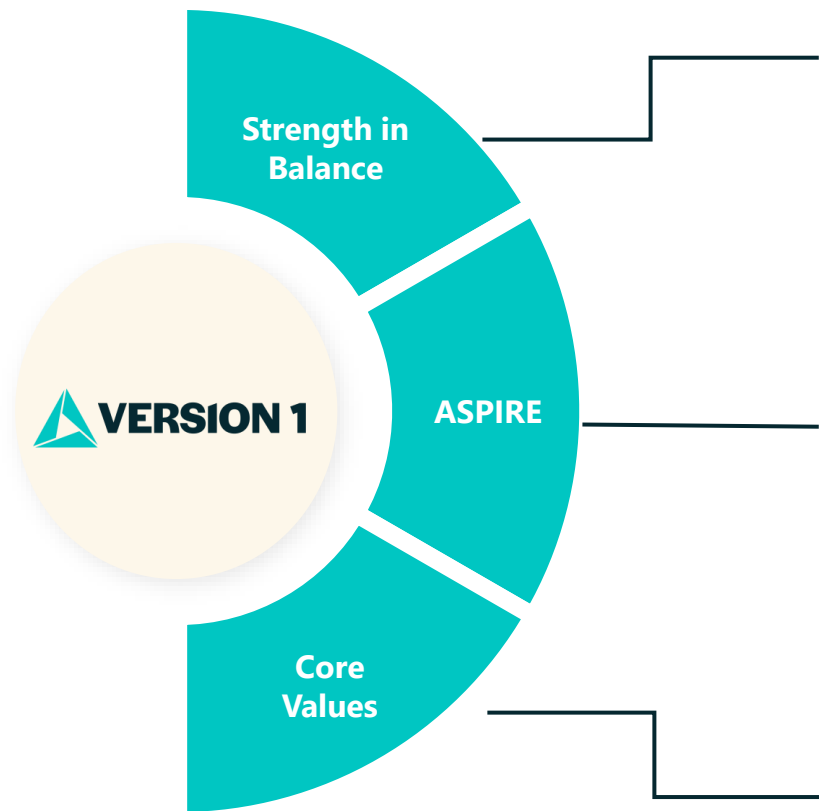




Infrastructure and Database Management Services

The Version 1 difference



How do you deliver optimised service agility and innovation?

Break free from technical debt, pivot like a pro and outrun the competition with a modern infrastructure. Innovate and disrupt for success.

Go beyond simply 'keeping the lights on' and **embrace the potential** of Version 1's ASPIRE managed services that **place AI, continuous improvement and business innovation at the heart of everything we do.**



ASPIRE Infrastructure management

"How do I ensure my hardware infrastructure is in the hands of skilled resources?"

Your hardware infrastructure is in safe hands with Version 1's Infrastructure Management services professionals:

- Highly skilled with industry recognised specialisations and accreditations.
- Experts in the delivery of infrastructure and hardware monitoring and management.

"How do I manage hardware support and partnerships across multiple vendors including 'out of warranty?'"

Version 1's infrastructure Managed Service incorporates collaborative technology partnership management:

- Market leading expertise in each partner's technologies allows us to tailor solutions to your unique needs.
- Highly accredited by our global technology partners.
- Recognised and awarded for our excellence in bringing technology enabled solutions and services which drive customer success.
- Local site presence that works in partnership to ensure we cover support of aged hardware.

"How do I ensure my data centre system issues are quickly identified and remediated"

Version 1 infrastructure Managed Service includes the following elements:

- Remote Infrastructure Management: observability/monitoring capability is integrated with our Engage platform for real time alerts. This enables our 24/7 service desk to rapidly resolve incidents.
- Our L2 and L3 teams ensure any incidents are resolved with root cause analysis and knowledge-based articles created to continually improve our service.

ASPIRE Infrastructure management service model



Infrastructure management

Global service centre

Health check

Governance

Cost control

Monitoring services

Software asset management

License optimisation

FinOps

GreenOps



ESSENTIALS

Essential Monitoring and Support

Suitable for organisations with relatively standard requirements, or small-scale Cloud estates seeking an 8/5 SLA

8x5 support with standard response SLA

<1hr for critical issues

Routine remote infrastructure and datacentre management

Standard backup and patching schedules

Standard monitoring service

Alert on basic set of 15min metrics and threshold breaches

Essential cost control

Usage and spend analytics, budget alerting

Basic cloud security

Firewall and key management

Best practice advice

Access to experts during support hours

ADVANCED

Advanced Managed Services

Ideal for organisations seeking advanced 24/7 support with a proactive Next-Gen Managed Service through an advanced SLA

24x7 support with advanced response SLA

<1hr for critical issues, dedicated tech lead

Advanced remote infrastructure and datacentre management

Custom backup and patching schedules, DR testing

Advanced monitoring service

Alert on basic set of 15-min metrics and threshold breaches

Advanced cost control

Usage and spend analytics, budget alerting and governance

Security and compliance

Firewall and CSP WAF management, compliance and security reports

Best practice advice

Access to experts during support hours

PREMIER

Full Suite of Infrastructure Managed Services

Ideal for organisations with strategic sophisticated requirements seeking to optimise costs and environments through a Next-Gen Managed Service and Premier SLA

24x7 support with premier response SLA

<15m for critical issues, dedicated tech lead

Advanced remote infrastructure and datacentre management

Custom backup and patching schedules, DR testing

Premier monitoring service

Alert on detailed set of 5-min metrics with machine learning analysis and log analysis

Continuous cost optimisation

Full cost control service, with premier billing

Continuous cloud security and compliance

Firewall and CSP WAF management, proactive compliance monitoring

Architecture enhancement

Recurring architecture reviews and improvements

ASPIRE Database management

"How do I manage my database environment given the broad range of different technologies?"

The Version 1 database management service offers:

- Extensive resource pool of experienced database professionals with DBA expertise across many different technology platforms.

"My database environment doesn't justify the expense of a DBA team, however, is still critical to our IT operations."

The Version 1 database management service offers:

- A predictable commercial framework that encompasses complete management of your database infrastructure.

"Some of the BAU database management activities are overlooked when the team is too busy. How do I ensure ongoing database management during busy times?"

The Version 1 database management service offers:

- Outsourcing of defined DBA activities based on a predictable commercial framework.
- Alignment with your in-house teams and business demands that can flex to accommodate busy and quiet periods.

ASPIRE Database management service model



Database management

DataOps

ModelOps

Database management

Monitoring, Alerting, and Observability

Data Ingestion and Integration

Data Orchestration and Workflow Management

Data Quality and Governance

Model Monitoring & Retraining



Essentials

Essential monitoring and support

Suitable for organisations that require business hours support SLA on productions or other essential database servers

Business hours support with standard response SLA

Scope of activities

Essential "in scope" items fully supported.

Annual health check.

Standard monitoring service

Standard monitoring service: 24/7 monitoring of all database servers in scope.

Essential cost control

Flexible cost model on out-of-scope items.

Best price advice

Access to the experts during support hours through fully ISO compliant service desk.

Governance

Quarterly status reports and annual service review.

ADVANCED

Advanced managed services

Ideal for organisations seeking a proactive database managed service and 24/7 support with an advanced SLA

24x7x365 support with advanced response SLA

Scope of activities

Advanced "in scope" items fully supported. E.G database refresh (2 per year) and quarterly health checks.

Standard monitoring service

Advanced monitoring service: 24/7 monitoring and advanced problem management.

Essential cost control

Flexible cost model and scalable pricing.

Best price advice

Access to the experts 24/7 through fully ISO compliant service desk.

Governance

Monthly status reports and quarterly service review.

PREMIER

Comprehensive database managed services

Tailor made for organisations with sophisticated environments and enhanced support requirements underpinned by a premier SLA

24x7x365 support with flexible response SLA

Scope of activities

Advanced "in scope" items fully supported. E.G database refresh (4 per year) and quarterly health checks. CPU/service pathing included.

Standard monitoring service

Advanced monitoring service: 24/7 monitoring and premier problem & capacity management.

Essential cost control

Flexible cost model and scalable pricing.

Best price advice

Access to the experts 24/7 through fully ISO compliant service desk.

Governance

Monthly status reports and quarterly service review.

RDS

Essential monitoring and support

Suitable for organisations that require business hours support SLA on productions or other essential Database servers

Business hours support with standard response SLA

Scope of Activities

Essential "in scope" items listed and supported with cloud limitations.

Annual Health Check.

Standard Monitoring Service

Standard Monitoring Service: 24/7 monitoring of all Database servers in scope.

Essential Cost Control

Flexible cost model on out-of-scope items.

Best Price Advice

Access to the experts during support hours through fully ISO compliant Service Desk.

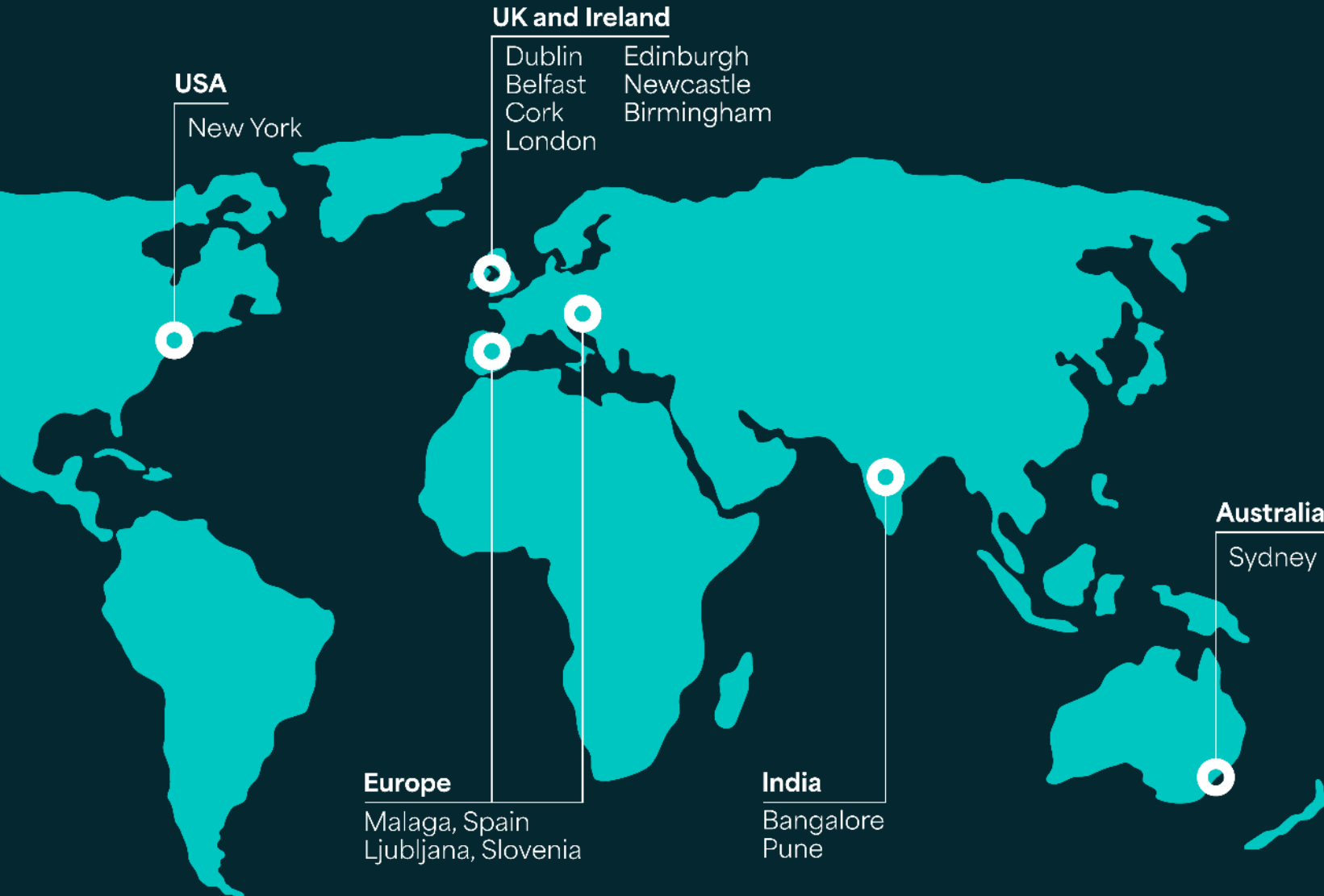
Governance

Quarterly status reports and Annual service review.

About Version 1



Version 1 at a glance



29 years of experience

13 global locations

6 strategic technology partners



13 years as a great place to work



Industry best practice



€364M+ revenue 2024

82% employee engagement score (Q2 2025)

85% customer satisfaction score (Q2 2025)

The Version 1 difference

The core values at the heart of Version 1's success.



**Honesty and
integrity**



**Personal
commitment**



No ego



Customer first



Excellence



Drive

Looking forward: Our ESG targets, goals & achievements

A-

score for Carbon Disclosure Project reflecting our sustainability practices (Industry average is a C)

680+

Volunteering hours delivered by employees globally

80%

key suppliers with sustainability targets by 2025, we are committed to reducing environmental impacts across our supply chain through responsible sourcing and partnerships

217

Version 1 Impact Investors supporting our global Community First programme which aligns to the UN Sustainability Development Goals

Bronze

Ecovadis rating reflecting our ESG maturity across our strategic focus areas

930

Women in Tech members

Our four strategic ESG pillars:



**Environment
sustainability**



**Ethical
Practices**



**Responsible
Procurement**



**Social
Impact**



As a participant of the United Nations Global Compact, Version 1 is committed to aligning strategies and operations with universal principles on human rights, labour, environment and anti-corruption

Our services portfolio



Application Modernisation and Integration

Accelerating the modernisation of applications embracing sustainable engineering and AI-assisted development.

Legacy systems modernisation

Continuous modernisation

Next Gen Apps

Integrated Apps

Portfolio modernisation



Experience Design and Development

Designing, shaping and building products and solutions that deliver fantastic people and societal experiences.

Digital strategy and innovation

Product management and roadmaps

Behavioural research, analysis and journey mapping

Creative design and UX services

Product development and AI accelerated engineering

Envisioning and innovation workshops



Enterprise Applications

Optimising the core of your business with deep functional and technical expertise in Finance, People, Customer and Enterprise Performance Management (EPM).

Reshaping finance for the future

Elevating HR and people operations

Enhancing supply chain management

Amplifying customer touchpoints

Realising value with Data insights and AI



Data x AI

Becoming an intelligent, data driven organisation needs quality data x AI to make better decisions and processes.

Data strategy and architecture

Data engineering

Data analytics and visualisation

Data modernisation

Data governance

AI co-creation services



Cloud Transformation

Adopting, optimising and leveraging Cloud to unlock new or enhanced business value and innovation.

Industry specific cloud

Readiness and enablement

Migration and transformation

Operate and optimise

Specialist services



ASPIRE Managed Services

Reduce time, cost and risk by leveraging our VLA approach to run and optimise traditional and Cloud services to improve business agility and accelerate innovation.

Cloud and infrastructure management and optimisation

Oracle SaaS management and optimisation

Data and AI managed services

EBS, Peoplesoft and JDE managed service

Application management and optimisation

Digital workplace services

Our global technology partners

- Named **AWS Collaboration Partner of the Year 2024**
- Named **Global Microsoft Modernising Applications Partner of the Year Award 2023**
- Named **Microsoft Ireland Partner of the Year 2023 Winner - Social Impact**
- Named **Innovation Partner of the Year Winner - 2023 Oracle EMEA Partner Awards**
- Named **AWS Collaboration Partner of the Year - EMEA 2023**
- Named **AWS Migration Partner of the Year - EMEA 2022**
- Named **OutSystems Partner of the Year 2021**

Microsoft Partner

Azure Expert MSP



As an Azure Expert MSP and the Global Modernising Applications Partner of the Year 2023, Version 1 boasts extensive expertise across the Microsoft stack.



Premier
Consulting
Partner

An AWS Premier Consulting Partner and EMEA Migration Partner of the Year, Version 1's unrivalled expertise boasts deep expertise with 400 certifications and accreditations.

ORACLE | Partner

With 28+ years of Oracle ecosystem expertise, we're a certified Oracle Modern OPN Partner and Cloud Solutions Provider - One of Europe's most distinguished Oracle Cloud partners.



As a Premier Red Hat partner, we are experts in hybrid-cloud models and OpenShift, recognised for driving innovative solutions using Red Hat technologies.



An OutSystems Partner for Sales, Delivery and Quality Apps Program Partner, Version 1 is committed to unlocking value for our customers through low code development.



As a Snowflake Partner Version 1 enables customers to leverage Snowflake's flexibility, performance, and ease of use to deliver more meaningful data insights.

Our Public Sector Customers





Thank you

For more information, please visit our website: www.version1.com

Or contact us at: tendernotices@version1.com