

Crown
Commercial
Service
Supplier



The High Assurance MSP

UK-Sovereign Colocation Service
(Critical Operations Colocation - Above OFFICIAL)
SERVICE DEFINITION

Service Definition

Nine23's Tier-2 Colocation Service provides a sovereign, high-assurance hosting environment designed specifically for organisations operating in the UK regulated sector, Law Enforcement, Public Safety, and Central Government. Building upon the robust foundations of Tier-1, Tier-2 introduces a managed service layer that delivers operational governance, enhanced visibility, and assurance aligned with public-sector expectations.

Can be provided as an individual service for private infrastructure, or delivered as part of a wider service package that includes hybrid cloud services, using FLEX MESH or private network connectivity to interconnect the private infrastructure to FLEX Sentinel hosted services or 3rd party Secure Cloud services such as Google Distributed Cloud (GDC).

Tier-2 Colocation Service

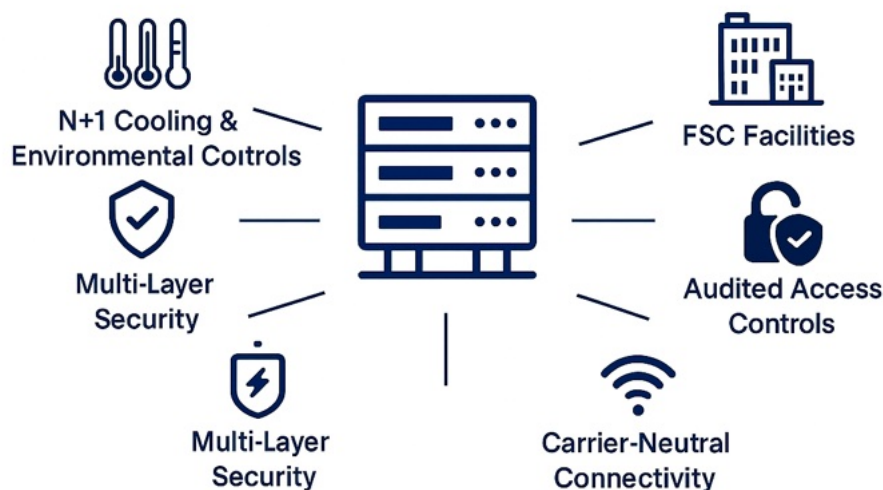


Figure 1: Diagram showing the key components of the Nine23 Tier-2 Colocation Service, including FSC facilities, audited access controls, N+1 cooling and environmental management, multi-layer security, and carrier-neutral connectivity.

NINE23

This service combines secure UK-based facilities, resilient infrastructure, multi-layer security, and audited access controls with structured service management—including Quarterly Service Reviews, formal change governance via CAB, enhanced reporting, and capacity/power forecasting. These capabilities ensure that mission-critical, protectively marked workloads are hosted in an environment that is both operationally stable and compliant with national-level governance frameworks.

Service Features

- Secure sovereign facilities supporting regulated workloads with enhanced operational safeguards.
- Redundant feed architecture ensures equipment resilience under variable operational load.
- Environmental stability maintained through fault-tolerant, high-availability cooling infrastructure.
- Protective controls safeguard equipment from physical threats and unauthorised access.
- Multiple network providers ensure flexibility, resilience, and optimal routing performance.
- Logged, governed visitor processes maintain strict oversight across sensitive deployments.
- SC-Cleared, On-site engineers deliver operational assistance with measurable service actions.
- Configurable hosting space supports diverse equipment, layouts, and growth requirements.
- Real-time sensing protects mission-critical systems from thermal or humidity events.
- Tier-2 introduces formal oversight mechanisms improving compliance and operational assurance.

Service Benefits

- Redundant systems ensure continuous service availability during unexpected operational incidents.
- Multi-layer controls protect sensitive workloads from unauthorised access and breaches.
- All infrastructure remains fully within UK jurisdiction for assured compliance.
- Structured oversight strengthens operational accountability across critical public-sector services.
- Standardised environments accelerate installation and onboarding for mission-critical workloads.
- Auditable processes support regulatory alignment across policing and government organisations.
- High-availability engineering minimises service interruptions affecting essential national operations.
- Managed services remove staffing burdens reducing operational technology costs.
- Flexible hosting enables smooth expansion as organisational needs grow over time.
- Detailed reporting provides clear visibility into service performance and operational health.

Problems Solved

Nine23 Tier-2 Colocation solves the critical shortcomings of traditional on-premise server rooms by delivering the resilience, security, and governance they lack. It removes the risk of power and cooling failures through dual A+B feeds, UPS-backed redundancy, generator failover, and N+1 environmental controls compliant with ASHRAE Class 1 standards

It strengthens physical security with 24×7 manned protection, CCTV, access-control systems, and audited visitor workflows that local facilities simply cannot match, especially for policing and government workloads

Nine23 Tier-2 Colocation Service eliminates operational blind spots by providing structured monitoring, ticketed Remote Hands support, and incident notifications that improve response times and reduce downtime risks—capabilities reinforced by validated SLAs such as 15-minute P1 response

Nine23 Tier 2 Colocation Service resolves governance and compliance problems through formal change management, quarterly service reviews, and full audit trails, replacing unstructured, undocumented change activity with a controlled, accountable process suitable for regulated environments

Finally, Nine23 Tier2 Colocation service solves connectivity limitations by offering carrier-neutral networking with diverse fibre entry and cross-connect options, enabling secure multi-agency and cross-government interoperability impossible to achieve with isolated, on-premise infrastructure.

Outcomes

- Framework ensures consistent performance for sensitive public-sector operational workloads.
- Reporting provides continual insight into operational behaviour, risks, and utilisation trends.
- Formal change controls minimise disruptions impacting mission-critical environments.
- Redundant systems strengthen resilience during planned maintenance or unexpected outages.
- Auditable processes align with governance expectations for regulated, high-assurance sectors.
- Standardised infrastructure enables seamless connectivity across interoperable partner environments.
- Usage insights support strategic planning for future system expansion requirements.

- Optimised hosting reduces waste and improves performance across complex installations.
- Enhanced service oversight accelerates diagnosis and remediation of operational incidents.
- Transparent reporting enables informed decisions regarding power, space, and budgeting.

What Nine23 Do & Why

Nine23 is a veteran-owned **UK Sovereign, High-Assurance Managed Service Provider (MSP)** delivering cyber secure, resilient digital services for mission-critical operations.

Our service offerings include:

- InfoSec Advisory and Assurance
- Private/Hybrid Cloud
- Secure Collaboration
- Interoperability

Our solutions are built to meet the most stringent regulatory compliance requirements and are fully aligned with NCSC/DSIT guidance and Secure by Design principles. We enable individuals and organisations to operate with confidence, security and compliance.

Who Nine23 Work With

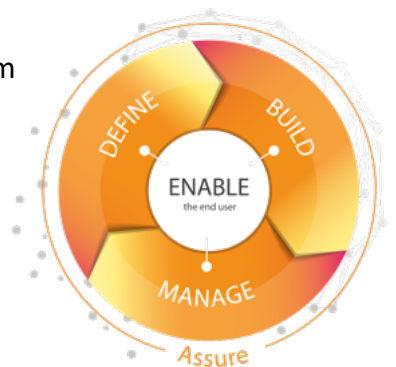
Nine23 delivers exceptional services to Discerning Clients in **UK Regulated Sectors who handle protectively marked data at above OFFICIAL**. We enable the HM Government, National Security and Public Safety, Defence Industry and their supply chains to collaborate and interoperate with simplicity, without ever compromising on security.

We have demonstrated significant achievements in difficult to break into sectors and have a stellar list of clients which demonstrates our credibility.

How Nine23 Work

Our Model

Our operating model builds security, usability, and compliance in from day one, so your technology, people, and processes work seamlessly together. As cyber threats evolve, so do we – keeping your users secure, empowered, and productive through continuous improvement, user-focused design, and UK sovereign solutions that meet national security standards.



Define - Your Problem

We understand information security and assurance as a business enabler, not a constraint. Our experts will conduct a comprehensive discovery phase to assess current capabilities and risks, define key security objectives, compliance standards, and end-user requirements, and develop a clear roadmap that enables digital transformation with high assurance at its core.

Build - Your Solution

We combine the best technology from the best vendors to create an environment that enables individuals to work together effectively and securely. Leveraging trust, innovation, and a depth of sector experience to provide collaboration and interoperability.

Manage - Your Service

We deliver high assurance and resilient managed services that enable seamless interoperability for teams to access the data and applications they need to work collaboratively. Our managed services include:

- 24/7 monitoring, proactive risk management, and compliance assurance
- Threat detection, response, and continuous security improvements
- A transparent Service Level Agreement (SLA) ensuring clear accountability

Why Choose Nine23?

Enabling the end user is the heart of everything we do, empowering them to work with the same simplicity and usability they expect at home, without ever compromising on security.

We are **trusted, proven experts with a strong track record** of delivering nationally accredited, user-focused solutions in complex and highly regulated environments.

We deliver high assurance solutions **accredited for use at OFFICIAL (including SENSITIVE and other caveats) through to SECRET**, meeting the most stringent cyber security

requirements. As a fully UK-owned and operated company, with all staff, infrastructure, and data located in the UK, we provide genuine **100% UK data sovereignty**.

Above all, we are **refreshingly honest**. Building long-term relationships through transparency and integrity, with no jargon or hidden risks, just secure solutions that deliver real operational value.

