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nine23

The High Assurance MSP

Platform FLEX Pulse

UK Sovereign Resilient Workload-Management Service

SERVICE DEFINITION

nine23.co.uk

Service Description

FLEX Pulse offers three tiers of resilience for Nine23's UK Sovereign private Cloud, FLEX. It can be used with FLEX platform services, or with 3rd party Public, Hybrid or other Private Cloud infrastructure services, offering independent and Sovereign business continuity, Disaster Recovery and Backup/Restore Capabilities from single, dual, or multi-sites.

Service Definition

FLEX-Pulse is Nine23's sovereign hybrid-cloud orchestration and workload-management service, engineered to meet the stringent security, assurance, and operational requirements of the UK's regulated public sector. Built on Nine23's 100% UK-sovereign private cloud foundation, Platform FLEX, the service ensures that all data, infrastructure, and administration remain exclusively under UK jurisdiction and control—operated solely by UK-based, security-cleared personnel (SC/NPPV3).

FLEX-Pulse extends these sovereign capabilities by enabling public-sector organisations—including central government, policing, justice, health, emergency services, and national-security agencies—to securely scale, optimise, and modernise their digital workloads while maintaining assured compliance with national regulations and NCSC/DSIT Secure-by-Design principles.

At its core, FLEX-Pulse provides an intelligent orchestration layer that governs workload placement across sovereign private cloud resources and approved hyperscale cloud platforms such as Azure, AWS, and Google Cloud. This allows public-sector organisations to utilise elastic compute and advanced cloud services where appropriate while ensuring sensitive workloads, metadata, and administrative functions remain securely within the sovereign boundary.

With policy-driven automation, workloads are dynamically placed according to classification, performance, cost, resilience, and assurance requirements—supporting mission-critical environments where continuity, security, and operational responsiveness are essential.

FLEX-Pulse also benefits from the sovereign datacentre footprint provided through Nine23's UK infrastructure partnerships, which deliver national-level resilience, geographically diverse failover, and robust private-network connectivity for critical public-service operations.

This ensures organisations can modernise legacy systems, adopt cloud-native applications, and deliver digital transformation programmes without compromising sovereignty, compliance, or operational integrity.

By combining sovereign control, hybrid flexibility, and automated governance, FLEX-Pulse empowers the UK public sector to deliver secure, scalable, and high-assurance digital services that meet evolving citizen and mission demands.

Service Features

- UK-sovereign hybrid cloud built on Platform FLEX architecture.
- Automated workload orchestration across sovereign and hyperscale environments.
- Operated solely by UK-based SC/NPPV3-cleared personnel.
- Secure-by-Design architecture aligned with national security guidance.
- Retains all sensitive data within UK jurisdiction and control.
- Interoperates with Azure, AWS, and Google Cloud services.
- Supports highly regulated public-sector, defence, and policing workloads.
- Enables dynamic scaling during operational or mission-critical surges.
- Utilises resilient, geographically diverse sovereign datacentres nationwide.
- Minimises vendor lock-in via standards-based multi-cloud integration.

Service Benefits

- Ensures complete UK data sovereignty for regulated workloads.
- Strengthens compliance with national security and regulatory frameworks.
- Improves resilience for essential public-sector digital services.
- Enables secure adoption of hybrid and multi-cloud strategies.
- Reduces operational risk tied to legacy infrastructure.
- Supports rapid scaling for mission-critical public-sector demand.
- Maintains strict control of data, access, and operations.
- Enhances performance through automated workload optimisation.
- Improves service continuity across distributed sovereign datacentres.
- Lowers long-term risk through secure-by-design governance.

Problems Solved

FLEX-Pulse solves key challenges faced by UK regulated public-sector organisations by ensuring sensitive workloads remain fully under UK jurisdiction while still enabling the flexibility of hybrid cloud. Many public bodies cannot safely use hyperscale cloud for classified or sensitive data; FLEX-Pulse overcomes this by keeping all protected workloads within Nine23's sovereign private cloud operated solely by UK-cleared personnel, eliminating offshore access risks.

It also addresses fragmentation caused by legacy systems by providing an automated orchestration layer that places workloads intelligently across sovereign and approved hyperscale environments without compromising compliance or control.

Finally, FLEX-Pulse strengthens service resilience by leveraging geographically diverse sovereign datacentres, reducing reliance on single-site infrastructure and supporting continuity for mission-critical public-sector services

Outcomes

- Ensures all sensitive data remains fully within UK jurisdiction.
- Provides a high-assurance environment that reduces cyber risk.
- Reduces deployment delays and accreditation burden.
- Enables secure sharing across government, policing, Defence and emergency services.
- Supports real-time access and improved operational responsiveness.
- Provides disaster recovery and always-on service availability.
- Managed by UK-cleared personnel reducing internal workload.
- Simplifies cost control and reduces uncertainty.
- Supports migration of legacy, virtualised and containerised workloads.
- Aligned to national standards and regulatory requirements.

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

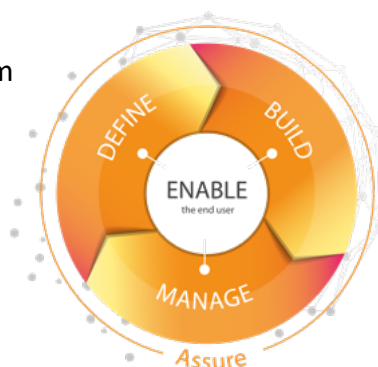
Nine23 delivers exceptional services to Discerning Clients in **UK Regulated Sectors who handle protectively marked data at above OFFICIAL**. We enable the HM Government, National Security and Public Safety, Defence Industry and their supply chains to collaborate and interoperate with simplicity, without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

