

Crown
Commercial
Service
Supplier



The High Assurance MSP

UK-Sovereign Colocation Service
(Assured Colocation – OFFICIAL)
SERVICE DEFINITION

nine23.co.uk

Service Definition

Nine23's Tier-1 Colocation Service delivers secure, resilient, UK-based hosting for customer-owned equipment, providing a high-assurance environment for public-sector and regulated workloads. The service combines enterprise-grade power, cooling, connectivity, and multi-layered physical security within accredited facilities, with flexible Licensed Space options including quarter, half, and full racks, cages, and private suites.

Resilience is built in through dual-feed power, N+1 cooling, and carrier-neutral connectivity, ensuring consistent uptime and operational stability. Customers benefit from 24x7 controlled access via an Approved and Unapproved Visitor process, plus a Remote Hands service that provides a pooled monthly allocation for on-site interventions, with additional support available as needed. Pre-booked deliveries can be securely received and stored for up to 72 hours.

Service Levels are designed for mission-critical operations, offering 99.99% availability for single-feed power and 100% uptime for dual-feed configurations, alongside rapid incident response targets of 15 minutes for P1, 30 minutes for P2, and 1–4 hours for lower-priority issues. Together, these capabilities deliver a dependable, secure, and high-assurance colocation foundation for organisations that cannot afford downtime or compromise.

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 Pathway or private network connectivity to interconnect the private infrastructure to FLEX hosted services or 3rd party Secure Cloud services.

Service Features

- **UK-based, accredited data centres:** Secure UK facilities, PASF/FSC, access controls, audit-logging, ISO-aligned operating standards.
- **Licensed Space options:** Diverse hardware footprints: Quarter/Half/Full racks; secure cages; and private suites.
- **Power (redundant UPS & generators):** Dual A+B feeds available; committed power billed per kW; monthly consumption monitoring; recommended 80% utilisation to avoid breaker trips.
- **Cooling & environmental controls:** Temperature/humidity maintained per ASHRAE Class 1; hot/cold aisle containment; N+1 HVAC design.
- **Physical security:** 24x7 manned security, proximity or biometric access, CCTV surveillance, segregated racks/cages, and asset labelling.
- **Connectivity & carrier access:** Carrier-neutral connectivity with multiple Tier-1 providers; cross-connects on request; diverse fibre entry to meet-me rooms.

- **Remote Hands (inclusive pool):** 30 minutes for first rack + 15 minutes per additional rack, pooled to max 5 hours/month; chargeable 30-minute engineer increments thereafter.
- **Access procedures:** Approved Visitors granted unescorted access on request; Unapproved Visitors escorted and chargeable; shared-rack (per-U) access always escorted.
- **Deliveries & logistics:** Pre-booked parcel receipt/dispatch with 24 hours' notice; storage up to 72 hours; packaging/prep chargeable under Remote Hands.
- **Monitoring, incident logging & notifications:** 24x7 monitoring; NOC ticketing; customer notification on power, cooling, or security events; fault reporting via portal or telephone.
- **Fire detection & suppression:** Early detection systems and automated suppression (facility-dependent), regularly tested.

Service Benefits

- **UK data sovereignty:** All equipment hosted within UK jurisdiction and operated by UK personnel to support sovereign assurance.
- **High resilience:** Redundant power and cooling deliver predictable uptime and continuity for mission-critical workloads.
- **Strong physical security:** Multi-layered controls (access lists, escorts, CCTV, logging) reduce risk of unauthorised access.
- **Operational support:** Remote Hands and clear access procedures streamline installation, maintenance, and incident response.
- **Scalability:** Flexible options from single U to multi-rack cages and private suites; easy to scale as demand grows.
- **Carrier-neutral connectivity:** Choice of Tier-1 providers and diverse routing enables optimal latency and redundancy.
- **Compliance alignment:** Facility standards and auditable processes support public-sector compliance requirements.
- **Cost efficiency:** Avoid capex of building/maintaining on-prem data rooms; predictable Opex model.
- **High-density readiness:** Facilities designed to support higher power densities and HPC/GPU workloads where available.

Problems Solved

Assured Colocation Tier-1 removes the heavy operational burden of running office-based server rooms by eliminating the need to manage power, cooling, physical security, and day-to-day facilities tasks internally. Instead, organisations gain access to **resilient dual-feed**

power, N+1 cooling, and environmentally controlled infrastructure that maintains ASHRAE-aligned stability for mission-critical systems

Assured Colocation Tier-1 strengthens physical protection through **24x7 security, CCTV, controlled visitor access, and auditable entry processes**, far exceeding what most organisations can achieve on-premise

Beyond the physical environment, colocation simplifies operations by providing **carrier-neutral connectivity, structured access procedures, Remote Hands support, and pre-booked delivery and equipment-handling workflows** — ensuring reliable uptime and operational consistency without maintaining an internal data-centre team

Together, these capabilities help organisations reduce operating costs, improve compliance posture, meet uptime expectations, and avoid the expense and risk of building or staffing their own data-centre facilities.

Outcomes

Outcome	Description
Consistent service availability	Infrastructure availability aligned to Tier-1 targets (e.g., 99.99% single-feed; 100% dual-feed).
Improved cybersecurity posture	Secure-by-design environment with strong physical controls, monitored access, and auditable processes.
Accelerated deployment	Pre-defined rack/cage options and Remote Hands support accelerate installation and change.
Enhanced multi-agency collaboration	Carrier-neutral connectivity and cross-connects simplify secure inter-organisation networking.
High service resilience and continuity	Redundant power/cooling and clear incident processes support continuity and rapid recovery.
Predictable and efficient cost management	Transparent monthly charges for space and power; metered consumption for fairness.
Scalability and modernisation	From 1U to private suites with options for high-density workloads and future growth.

Auditability and assurance	Access requests, ticketing, and event notifications provide an audit trail for compliance.
Reduced internal operational burden	Managed facilities, escorts, and Remote Hands reduce need for in-house data-centre expertise.

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

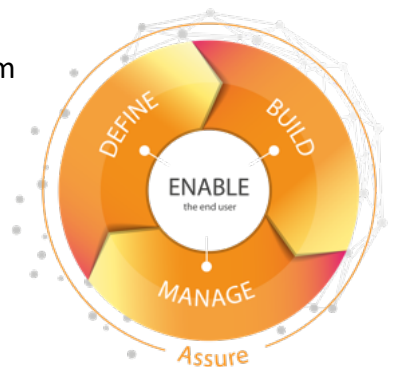
Nine23 delivers exceptional services to Discerning Clients in **UK Regulated Sectors who handle protectively marked data at above OFFICIAL**. We enable the HM Government, National Security and Public Safety, Defence Industry and their supply chains to collaborate and interoperate with simplicity, without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

