

| Service Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Cloud Security Service |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| <p><b>Transputec is a reseller of AWS Cloud and Microsoft Azure cloud backup and DR services, offering necessary support services for the implementation and ongoing support thereof.</b></p> <p><b>Service Description:</b><br/>Helps secure data, applications, and infrastructure in the cloud environment. Utilising a variety of tools and technologies to safeguard against cyber threats and ensure compliance with regulations. Security options include:</p> <ul style="list-style-type: none"><li>• Data Security</li><li>• Access Control &amp; Identity Management</li><li>• Security Monitoring &amp; Threat Detection</li><li>• Compliance &amp; Governance</li><li>• Security Incident Response</li><li>• Security Awareness Training</li></ul> <p><b>Services Overview</b></p> <p><b>24x7 Monitoring</b><br/>Our 24x7 monitoring service uses advanced tools and technologies to continuously monitor your AWS and Azure cloud infrastructure. We track key performance indicators, system health, and usage patterns to identify potential issues before they become problems. This proactive approach helps to maintain high availability and performance of your cloud services.</p> <p><b>24x7 Support</b><br/>Our 24x7 support service ensures that help is always available when you need it. Our team of certified cloud experts is ready to assist with any issues or queries you may have, no matter the time of day. We offer multiple channels for support, including phone, email, and live chat, ensuring that you can reach us in the way that is most convenient for you.</p> <p><b>Regular Patching</b><br/>Regular patching is crucial for maintaining the security and performance of your cloud services. We schedule and manage the patching process to minimise disruption to your operations. Our team ensures that all patches are tested and compatible with your systems before deployment.</p> <p><b>Performance Optimisation</b><br/>Our performance optimisation service involves regular reviews and adjustments of your cloud infrastructure to ensure it is running at peak efficiency. We use load balancing, resource allocation, and other techniques to ensure your services are fast and responsive. We also provide recommendations for improving performance based on your specific usage patterns and needs.</p> <p><b>24x7 Security Management</b><br/>Our 24x7 security management service provides comprehensive protection for your cloud infrastructure. We use advanced threat detection tools and conduct regular security audits to identify and mitigate potential risks. In the event of a security incident, our team responds swiftly to contain the threat and minimise damage.</p> |                        |

**Reporting and Relationship Management**

Our reporting and relationship management service keeps you informed about the status and performance of your cloud services. We provide regular reports detailing usage, performance, security, and cost metrics. Our team works closely with you to understand your business needs and ensure our services are aligned with your goals.

**Onboarding and offboarding process**

As an ISO 27001 organisation we have clear and repeatable processes for these activities. These are designed with a focus on user-centricity, aims to streamline the process of onboarding and offboarding clients to Microsoft and AWS cloud services.

Leveraging the robust and scalable infrastructure of the vendor platforms, our onboarding and operational readiness process, ensures a seamless transition for clients, whether they are just beginning their cloud journey or choosing to migrate their services.

The onboarding process is designed to be intuitive and efficient, reducing the time and resources required for clients to start benefiting from our services. Similarly, the offboarding process ensures that clients can safely and securely migrate their data and services away if they choose to do so.

Our commitment to flexibility, security, and customer satisfaction sets us apart, and we believe our tried and tested methodologies will greatly enhance the client experience in the cloud environment.

**Service Constraints (if applicable)**

- The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible.
- Any such pricing changes will be communicated in line with vendor guidelines.
- Transputec will act as master payer for each of the vendor services and will invoice the client directly based upon the agreed payment schedules.
- By paying for said vendor services, the client will be accepting the vendors terms and conditions for use of such services.

**Service Levels**

All services provided by Transputec and Microsoft and AS are 24x7x365.

**After sales support**

Transputec provide a complete cloud managed service 24x7x365, for details of the services provided please see the service descriptions above.

**Technical requirement**

Not applicable although the vendor may change or withdraw advertised services either globally or for specific geo-locations.

**Outage and Maintenance periods**

Where relevant and if site and service resilience is not implemented, then Transputec will carry out monthly maintenance periods to patch relevant services, optimise configuration or resolve any underlying non-time critical request or issues. These will be generally carried out, outside of normal UK working hours unless agreed otherwise.