

GENERAL GUIDANCE ON G-CLOUD SERVICE DEFINITIONS

1 PREAMBLE

This Document provides an overview service definition for our managed cloud service including the provision of managed, private and hybrid hosting and maintenance offered within G-Cloud. This document should be read in conjunction with the pricing, and/or terms and conditions and/or service level information for the specific service, or services required.

2 WHO WE ARE

Panlogic provides public, private and hybrid cloud hosting, support and implementation. We are a Public Sector and Public Sector Solution Provider partner helping the public sector embrace the cloud as part of their digital transformation strategies and deploy Digital First public services in line with Government strategy.

Our teams of certified Solution Architects, DevOps Engineers, SysOps Administrators, Certified Developers and Cloud Practitioners work with customers to find the optimum balance of availability, security and affordability for AWS, Azure and other cloud hosted applications.

Our expertise in AWS and Azure and other cloud hosting, along with associated pricing and service models underpins our ability to make recommendations – ranging from strategic advice to tactical delivery that both improve performance and improve efficiency whilst saving cost. Whether you are looking to begin your cloud journey – or take it to the next level – our unrivalled insight and experience will help you innovate and evolve cloud hosting delivery and support.

3 PORTFOLIO

Our portfolio of Cloud support services include:

- Managed Services and Support Services
- Professional Services covering
 - Generalised cloud hosting consultancy and support services
 - Migration Services
 - Design Services
 - DevOps Consultancy, Implementation and Release Management
 - Other Professional Services as required
- Architecture reviews
- On Boarding and Up-skilling/training of your staff

4 SERVICE DEFINITIONS

4.1 Managed Services and Support Services

As a leader in managing cloud environments at any scale we offer a full suite up to 24x7x365 public/private/hybrid cloud services to ensure the availability and performance of your applications, and the optimisation of your cloud infrastructure and environment. Our support services include:

- Continuous improvement, refinement and cost optimisation — we will review the performance of your infrastructure and ensure that you are using the services that are cost-effective for you.
- Resource protection and governance to ensure resiliency and help with compliance requirements.
- Simplified and consolidated billing — managing the billing of the platform.

Our software integrates a series of automated performance checks on your systems, assessing whether infrastructure may be over-loaded in order to identify potential causes of performance issues. Further our certified engineers will respond to and diagnose any reported problems, leaving you free to concentrate on other areas of your business. When any alerts arise, a Root Cause Analysis is conducted to determine what happened and how to stop it in future, whether that is tweaking the architecture or checking for issues in the software.

Depending on the service purchased, some or all of the following can be included:

- **Server Dashboard:** Instantly keep track of all your servers load, memory, disk space and traffic levels from our live server dashboard.
- **Dynamic Monitoring** Use our live monitoring system to spot problems before they happen, look into the past to investigate issues and monitor trends to plan for the future.
- **Server Management:** Add and remove servers on our supported clouds at the touch of a button, our monitoring software is automatically installed for you.
- **Simple Cloud Management:** Combine all your different cloud accounts into one easy to use interface, no more logging in and out to manage different accounts.
- **Resource Tracking:** We can review the cloud services you use to ensure that everything is documented correctly and suitable for purpose.
- **Cost Management:** With our resource tracking in place we can drill down costs to allow you to get a detailed insight into your cost base. Where applicable, we will provide up-front commitment pricing discounts.
- **Audit Log:** We will set up dynamic audit logging is enabled and give you an easy to use portal to monitor changes made to your accounts.
- **Security Review:** A review of your cloud security settings covering security access, VPC configurations and database instance / OS patching will highlight any potential security threats

from your current configuration.

- Patch Management: We can apply patches as per a customer patching schedule without any manual intervention.
- Regular service management reviews: We provide as-required regular reviews of your systems and processes providing recommendations in four key areas: Cost Optimisation, Security, Fault Tolerance, and Performance.

If you have an in-house IT team we can provide a Business Hours service, with additional consultancy which can be called on when required. Extensive experience across AWS and Azure etc. cloud providers and technologies provide that support when required, whether that be for advice, design or hands-on working with your team. For customers who have taken a managed service we provide the option to buy consultancy days in advance at a discounted rate. Whether it's learning the basics of cloud hosting (public/private or hybrid) or optimising your existing architecture for better cost and usage performance, our certified experts can be your guides.

4.2 Professional Services

Whether you have an existing data centre and are exploring hybrid cloud solutions or are a 'born in the cloud' organisation looking to deploy new workloads, our experts can help you on your cloud journey.

As providers of cloud service to Government over 10+ years in both professional and managed services for public/private/hybrid cloud infrastructure, we deliver unbiased guidance on best-fit managed cloud solutions. We go beyond simple migration assistance and cloud infrastructure management with multi-cloud managed services, professional services and devops to enable true digital transformation.

Our G-Cloud Service Definitions can include some or all of the following elements for Professional Services:

- Public Cloud Consultation, Architecture Strategy and Guidance. We work with customers to understand business objectives, define business and technical requirements, and create an overall system architecture. From there, specific integration and implementation plans are created to move from concept to final deployment.
- Architecture and Design Services. Our architects and service designers provide the expertise you need to successfully architect and design the optimal public/private/hybrid solution design and to optimise this through ongoing cloud support and maintenance covering such areas as security, penetration testing, access control and management, governance, logging, and encryption methods and additional layers of security.
- Implementation Services- We assist customers with hardware, software and cloud-based service installation, configuration, and upgrades. On an ongoing basis, we can perform general

system maintenance, management, health checks, or monitoring of hosting instances. Custom implementation services are also available.

- **Migration Services** - With proven expertise in migrating applications – large and small – across a wide range of technologies, we will migrate your IT infrastructure from existing physical, virtual or cloud-based locations. Our engineers work with your developers and operations personnel to migrate your applications and data over to your new cloud infrastructure and ensure that everything is working as expected. Once cloud migration has been achieved, our skilled team of engineers can – if required – provide ongoing management of your infrastructure.
- **Cloud automation & DevOps** - DevOps is an approach that replaced traditional ‘waterfall’ development with an agile business-driven development methodology. Utilising ‘scrums’ for rapid iterations of new applications, it enables organisations to innovate faster and with greater quality and reliability. We use template-driven ‘infrastructure as code’ techniques to rapidly spin up new instances of an application for development and testing. Our DevOps implementation standardises infrastructure provisioning and is delivered either as Continuous Delivery Engineering or as Cloud Solution Engineering.

4.3 Immersion Days

We run regular immersion day workshops. These day-long, in-person workshops can be hosted onsite or offsite or remote. These sessions walk you through some of the primary solution areas of the identified / active cloud platforms. Our Immersion Days are a prescriptive approach designed to accelerate your organisation’s potential to leverage the cloud.

No prior cloud computing experience is required and this in-depth approach helps our customers, including customer technical experts, learn how to best leverage the platform to unlock business potential and meet key objectives such as:

- Learn how to leverage cloud service to design, deploy, and operate on the cloud to enable cloud transformation within your organisation
- Understand architecture best practices for building highly scalable applications
- Get hands-on experience with core cloud services from your chosen hosting partner eg database structure, VPCs as well as serverless, machine learning and containers

These customisable experiences will benefit both your business staff and your technical team. You’ll want to invite your:

- Executive Sponsor
- Cloud Architects
- IT Stakeholders
- Application Development Teams

- Line of Business Stakeholders

Learn about the practices for deploying cloud applications, optimising performance, monitoring cloud resources, driving efficiencies, reducing costs, and more. Whether it's big data, high performance computing, machine learning, or analysing live data, this event will provide your teams with the opportunity to meet our experts to have your questions answered.

It's easy to get an Immersion Day workshop on the calendar, and it's free! All you need to do is let us know you're interested, and we'll take care of the rest.

4.4 Courtesy Onboarding

Panlogic offers new customers a Courtesy Onboard experience to help complete the first step in your cloud journey. This complimentary experience, led by our highly-qualified Architects and Engineers, will guide you through the selection and deployment of your first workload.

We will walk you through the process of selecting and launching one of the available workloads. We will deploy the workload you choose using best practices to help jump start your cloud journey, helping you take full advantage of all the business benefits that cloud has to offer.

4.5 Architecture Reviews

Using our in-house and constantly refined architecture framework as a model, we offer insight into your workloads as well as step-by-step guidance to a better, more cost-efficient cloud when you need it. Our certified Solutions Architects leverage their expertise to undertake a deep-dive review into the performance of your existing cloud systems. We then recommend how these workloads can be re-architected so they adhere to best practices and meet your business goals.

Perhaps you have not carried out a health-check of your workloads since they were launched (and we recommend doing so regularly). Maybe you want to take advantage of one or more of the hundreds of cloud services introduced every year – services your in-house teams may not yet be able to deploy. Or, maybe you think your workloads are costing more than they should and are looking for better value for your spend. Whatever the reason, the Review can create a business case for re-architecting your workloads and can revolutionise how your cloud services are optimised.

- The review: Is a mechanism used to investigate, measure, and improve a workload based on your business and technical objectives
- The objective: To gain a clear understanding of state of the workload and your understanding of architectural best practices
- The deliverable: Suggested changes to be made to mitigate risk and improve the workload

We will provide you with a highlight report identifying key issues and recommendations.

4.7 Service Features

Our quality assured and high performance managed cloud hosting services includes the following key features:

- High availability and disaster recovery
- Scalable and elastic resource management.
- Robust multi-layered security protocols
- Proactive monitoring and alerting systems
- Regular maintenance and patch management
- Defined Service Level Agreements (SLAs)
- Dedicated account and support management
- Automated deployment and version control
- Multiple development and testing environments
- Comprehensive data protection and GDPR compliance

4.8 Service Benefits

Panlogic's quality assured and high performance managed cloud hosting services deliver the following benefits:

- Provides clear performance insights
- Accelerates deployment and delivery
- Minimises business risk and costs
- Improves collaborative team workflows
- Optimises resource allocation dynamically
- Automates routine maintenance tasks
- Streamlines issue resolution efficiently
- Safeguards data with enhanced security
- Ensures continuous system availability
- Facilitates rapid innovation and development