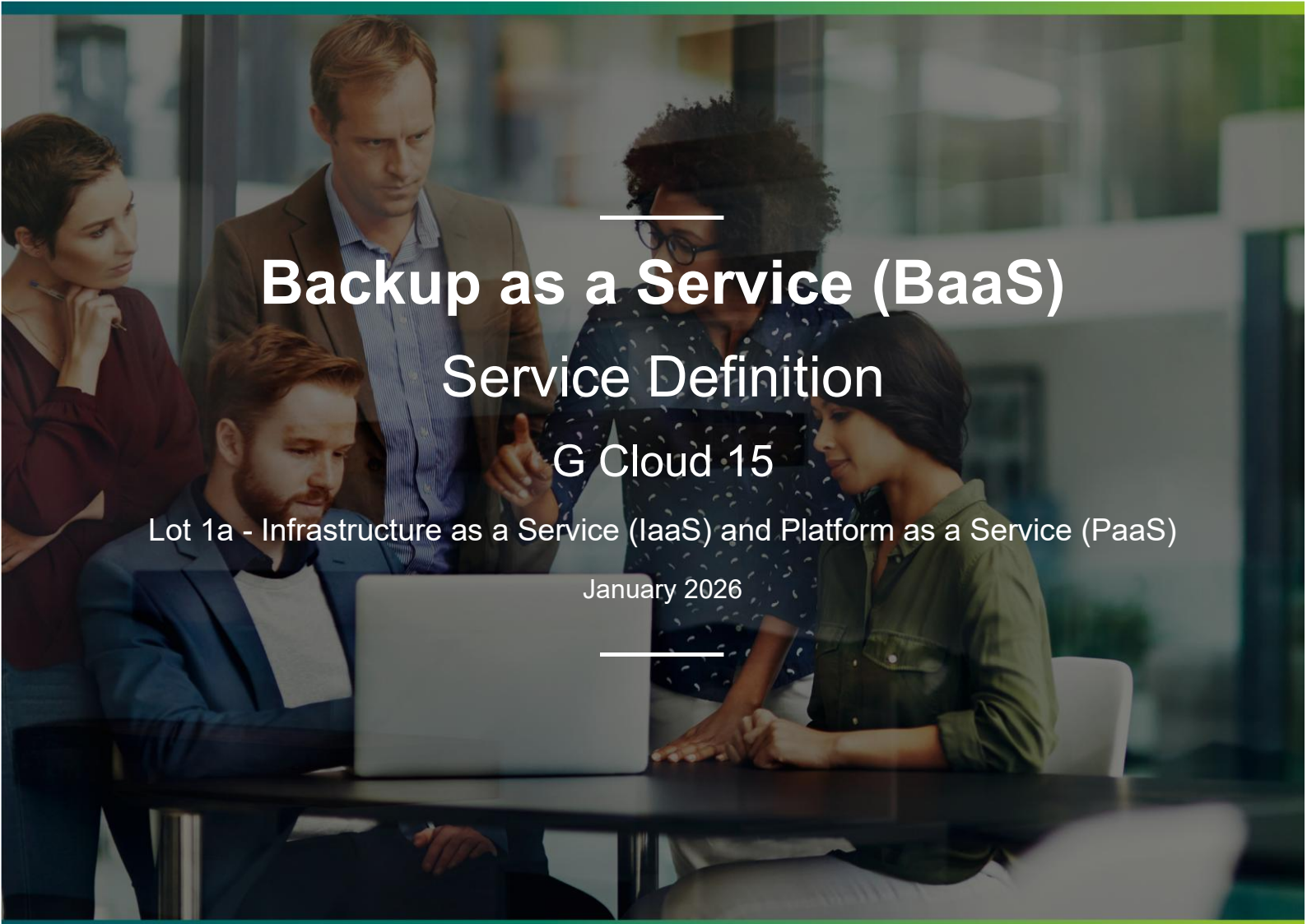




Backup as a Service (BaaS)

Service Definition

G Cloud 15

Lot 1a - Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

January 2026

redcentric

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1. Service Overview

1.1 Backup as a Service (BaaS)

Redcentric Backup as a Service (BaaS) is a cost-effective, cloud based, data protection and disaster recovery solution that supports a wide array of applications, data types, and workloads, including endpoints.

In addition to its comprehensive data protection capabilities the solution can also provide vulnerability scanning, patch management, remote desktop, and drive health reports as well as next generation AI based protection against malware.

By combining data protection and security features into a single easy to use portal, customers gain valuable insight not only into the status of their data protection, but also into their level of cyber-resilience.

1.2 Features

- Highly available Cloud based Backup solution
- Continuous data protection
- Unified dashboards for both backup and security
- Automated data classification for compliance
- Consumption based billing

1.3 Benefits

Proactive Ransomware Protection - Avoid downtime by actively protecting files from unauthorised modification and/or encryption. Active Protection uses artificial intelligence and machine learning technologies and whitelisting to keep your data safe.

Instant Restore - Manage your recovery time objectives (RTO) and minimise process disruption to seconds, all while maintaining your company's overall productivity.

Complete Protection - Keep your infrastructure and data completely secure, whether you're facing growing amounts of data, adopting new business processes, or migrating to new applications, platforms, or cloud. Our BaaS protects 20+ platforms - physical, virtual, cloud or mobile.

Block-chain Notarisation - Ensure data integrity with our innovative block-chain-based Notary technology which prevents damage to or tampering with your files by attacks targeting archive files.

Unmatched Simplicity - Save on licensing, education, integration, and daily operations with a simple, scalable tool that manages any data protection task. Our easy-to-learn solution protects data with less effort, so IT generalists can perform backup tasks efficiently.

Hybrid Cloud Architecture - Manage all forms of data protection within one workflow through a centralised management and unified control interface. Back up to any kind of storage and recover any piece of data easily with minimum downtime.

1.4 Service Levels

Backup as a Service can be provisioned as either managed, premium, or self-service.

Self-Managed Backup as a Service customers have full control over the configuration of backup policies within the service.

Managed and premium service levels provide differing levels of monitoring and remediation of backup failures on behalf of the customer, as well as restoration assistance, advice, and recommendations.

Managed Backup as a Service customers liaise with the Redcentric service team(s) to affect the configuration of backup policies.

Backup policies can be granular to the file-level or whole system level, scheduling and retention of backups is fully customisable.

2. Associated Redcentric Services

The table below provides details of other compatible services available from Redcentric via G-Cloud 15.

Service Name	Service Summary
Redcentric Cloud	Redcentric Cloud is a cloud solution designed to provide a versatile and cost-effective option for Public Sector customers. Delivering virtualised server, storage and network infrastructure using an opex-based consumption model. The platforms are managed by Redcentric covering performance, capacity, patching, installation, upgrades for data marked "official"
Redcentric Sovereign Cloud	Redcentric Sovereign Cloud is a community cloud solution for consumption by UK Public Sector organisations, delivering virtualised server, storage and network infrastructure through discreet public sector networks using an opex- based consumption model. The platforms are managed by Redcentric covering performance, capacity, patching, installation, upgrades for data marked "official-sensitive"
Backup as a Service	Backup as a Service (BaaS) is a cloud based, data protection, and disaster recovery solution that supports a wide array of applications, data types, and workloads, including endpoints. It also provides vulnerability scanning, patch management, remote desktop, and health reports, along with next generation AI-based protection against malware via an easy-to-use customer portal and interfaces.
Database as a Service	Database as a Service is an ITIL aligned standard, repeatable database infrastructure, provisioning, and administration service for SQL Server database management systems. Priced on a per instance basis for the service element and consumption and licensing costs for infrastructure and provisioning. The product is delivered remotely using standard processes, tools, and automation.
Operating System as a Service	Operating System as a Service will manage servers provided on the Redcentric Cloud, hosted physical server services, or managed public cloud infrastructure Managed Public Cloud AWS and Managed Public Cloud Azure. The service provides access to our support capability, technical skills, and economies of scale, to manage the customer's server operating systems.
Storage as a Service	Storage as a Service is an ITIL aligned storage infrastructure, provisioning, and administration service. It provides cost effective resilient storage capacity backed by industry leading vendors (NetApp, Dell) hosted in UK datacentres. The price is per GB basis which includes storage management, infrastructure, licencing, and networking.

3. Service Levels and Service Credits

3.1 Service Levels

Redcentric operates an SLA of 99.95% for general platform availability.

3.2 Service Credits

There are no Service Credits with this service.

4. Responsibilities and Accountabilities

4.1 High Level Customer and Redcentric Responsibilities

Task	Customer	Redcentric
Solutions		
Backup feature analysis (Management level, Agent function, Data types, Backup policies)	✓	✓
Identification of Endpoint and Storage Consumption requirements	✓	✓
Subscription Model(s) (per GB/per Tape/per Workload)		✓
High Level Design		✓
Initial Build		
Create Customer within the BaaS Portal(s)✓		✓
BaaS Platform allocation(s)		✓
Assignment of licenses/subscriptions		✓
Training		✓
Managed		
Backup policy configuration		✓
Backup Monitoring		✓
Backup Restarts		✓
Service Management		✓
Premium		
Backup Configuration Workshop		✓
Backup Monitoring		✓
Backup Restarts		✓

5. Business Continuity and Disaster Recovery

5.1 Business Continuity

Redcentric under its ISO22301:2019 Business Continuity certification, operates and maintains a robust Business Continuity Management System (BCMS). The BCMS scope includes;

- Data Centers
- Managed Services
- ICT technologies and systems
- Staff and business functions

and is externally assessed by the BSI annually to ensure continued effectiveness in line with BSI published standards.

Our Business Continuity Policy Plan (BCP) is fully supported by the Board and is designed to enable a return to normal operations in the shortest practical time, with minimum disruption. The primary objective is to restore and deliver continuity of key services in the event of a critical incident.

Our overall Business Continuity strategy is to provide resilience for all systems that support critical processes, by having data backed up to alternative Data Centers, or dual site services configured as active-active.

We use the same cloud backup service (Acronis BaaS) for our own IT and services as we do for our customers, ensuring fully secure, encrypted data is available off-site when needed. Departments and services are required to test backup and restore annually.

Testing

Our BCP is routinely tested annually, and as Redcentric is a provider of critical services to the NHS (Peering Exchange and Consumer Network Service Provider), is independently witnessed by a member of NHS England.

Disaster Recovery plans underpinning the BCP have been developed for each Department and Service, and these are externally audited and tested annually.

Network resilience

Our network is designed and engineered to deliver highly available, stable connectivity to maintain business access to critical applications. To maximise resilience, multiple carriers provide core connectivity and routing and switching devices from market leaders Cisco Systems. The network design and build are geographically resilient providing a minimum of 99.99% availability (to resilient end points).

The Redcentric highly resilient, high-capacity core has connections to several carriers providing multiple options for our internal business operations and critical services, and customers wishing to access cloud services, applications, and data:

- Geographically resilient connectivity to multiple Tier-1 Internet transit providers and Internet exchanges.
- Geographically resilient connectivity directly into the inner core of the HSCN network.
- Core network engineered to withstand multiple concurrent failures and to re-route around a failed transit path in under a second.

5.2 Disaster Recovery

Redcentric operates an SLA of 99.95% for general platform availability. Configuration options are available on request to support higher levels of availability and resilience.

6. Data

6.1 Data Processing Statement

All personal data is stored in UK Data Centres unless otherwise stated. Some personal data may be accessed by our Support operation in Hyderabad, India. This access is typically to authenticate or validate CCS Customer users following a support request or to troubleshoot incidents, to satisfy obligations under the Contract. This is subject to controlled remote access using Redcentric owned devices only and is operated under an International Data Transfer Agreement between Redcentric Solutions Limited and Redcentric India

6.2 Data storage and encryption

All backup data is stored in UK Data Centres, unless otherwise stated, in backup format and encrypted to AES256 standards to satisfy obligations under the Contract.

6.3 Data processing decisions

Data processed by the service is not available in its native or original format, all data is stored in backup format only, to satisfy obligations under the Contract, and is encrypted to AES256 standards.

6.4 Sub-processors

All Redcentric suppliers (sub-processors) are checked for compliance with UK GDPR as part of onboarding and are regularly reviewed.

6.5 Customer access to data

Data processed by the service is not available in its native or original format, backup data can only be restored back to the customers environment to its original format, to satisfy obligations under the Contract.

6.6 Security arrangements and options

All backup data is stored in UK Data Centres, unless otherwise stated, in backup format and encrypted to AES256 standards to satisfy obligations under the Contract.

Redcentric UK Data Centres are

- ISO27001 certified.
- PCI-DSS (Payment Card Industry – Data Security Standard) attested by an external Qualified Security Assessor.
- Physical security certified by an external assessor, against the standards provided by the Centre for Protection of National Infrastructure (CPNI), using the Classified Material Assessment Tool (CMAT). This supports the storage and processing of HM Government classified data to OFFICIAL including OFFICIAL-SENSITIVE.
- Undergoing external assessment for ISAE 3402 (SOC-1) and ISAE 3000 (SOC-2) audit and compliance.

7. Exit Plan

Data extraction as part of customer offboarding can be achieved via entire service transfer to a new provider or via the provision of extracted data on portable media.

Given the nature and variability of customer offboarding, these activities are delivered as professional services, the rates for which can be found in the Redcentric G-Cloud Rate Card.

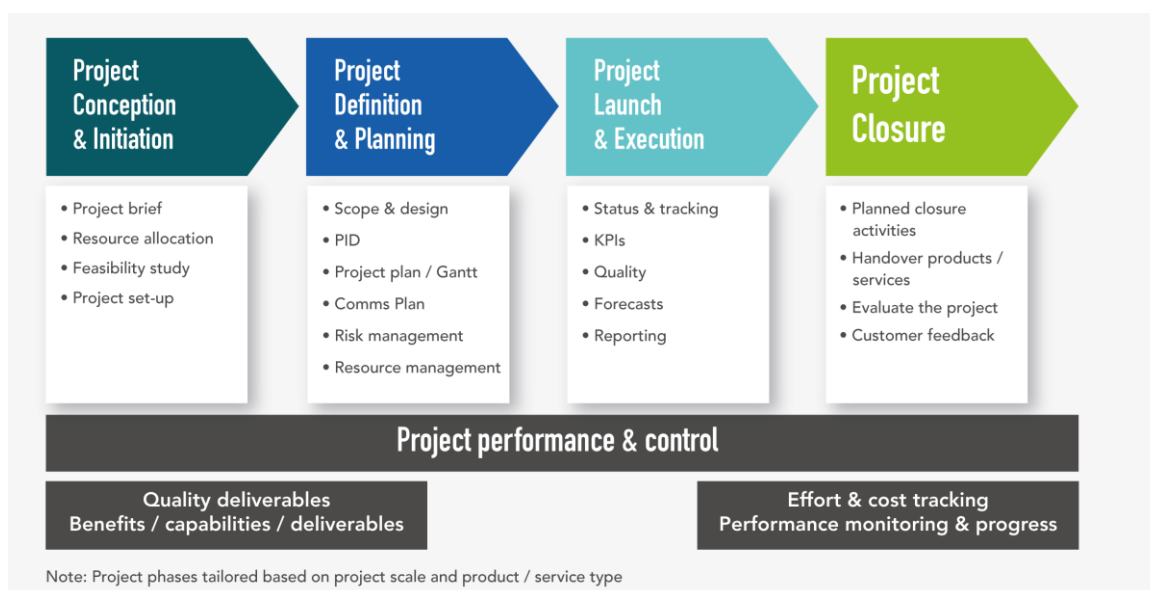
8. Project management

We understand you need to be confident we can deliver projects successfully and without risk to you or your customers. We know collaboration and communication with you is the key to successful project delivery, and the best way to ensure we can deliver the business value you expect from us.

Redcentric uses a hybrid project approach based on PRINCE2 and Waterfall methodologies, that is strengthened by ITIL project best practise. Our approach has been honed to foster a close working relationship between you and the dedicated project team that will be responsible for the onboarding of your new services.

The 4 phased approach that will steer your project delivery is:

- **Phase 1 – Conception and initiation**
- **Phase 2 – Definition and planning**
- **Phase 3 – Execution**
- **Phase 4 – Handover and closure**



We recognise the importance of making sure your project and programme of work is delivered on time and meet your quality and cost considerations. Our highly skilled team of project managers have years of project management and solutions expertise which enables us to provide you a clear understanding of when your solutions will be delivered in preparation for a seamless handover into live service.

You will benefit from our experience of managing a very broad spectrum of complex projects across our range of solutions for customers in a variety of sectors including highly sensitive sectors such as healthcare where disruption to BAU might result in a risk-to-life, or commercial sectors for example, retail or legal, where any disruption would have a significant impact on operational or commercial outcomes for the customer.

To meet your individual needs, we understand we need to be flexible to ensure we can deliver results quickly and with the expected outcome for the project. To achieve this, we will work closely with you to understand your needs and learn how issues impact your business. This will provide a clear insight into working together to resolve any challenges.

The main advantage of our meticulous approach is the handover process at each stage of the project. Risk is a key part of the agenda, which in turn promotes the continuity of risks and the identification of assumptions, issues, and dependencies. This early and continuous detection of risk means we can promptly and effectively mitigate any challenges as early as possible.

Quality assurance processes are embedded throughout the delivery lifecycle, underpinned by our ISO 9001, 14001, 20000, 22301 and 27001 certifications and supported by our centralised programme management office.

The project toolbox

We will use a suite of project tools designed to ensure your project delivery is seamless, transparent, managed effectively, and delivered to your agreed specification. Each device has been refined over time based on our experience and as our knowledge evolves with the introduction of new technologies.

- Project initiation document to develop a detailed scope of your requirements
- Comprehensive project plan to refine the delivery approach
- High level solution design
- Low level solution design
- RAID Log to identify, control and govern project risks
- Site audit report to help identify issues and challenges at each project location

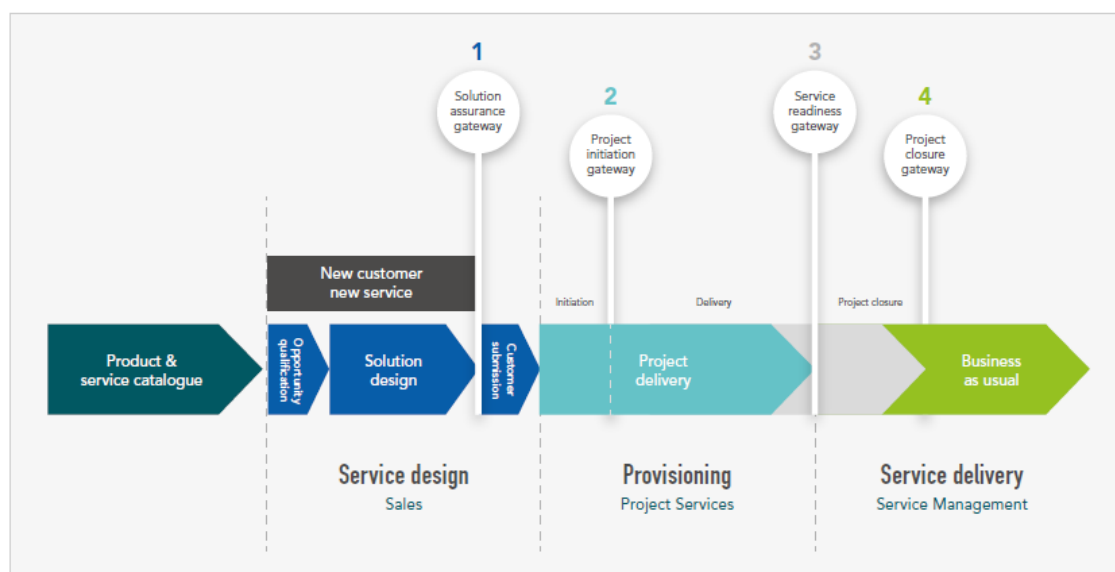
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per site (Word)
- Project Closure Report (Word)

Transition management

It is important to Redcentric that you experience a seamless and smooth transition into your service management team. With an established and proven approach to transitioning customers from solution design, through to projects and into your support team. Redcentric are confident you will feel supported and comfortable for the project team to step back, to let the service management team take over.

Using an effective project delivery approach throughout your transition journey, will ensure:

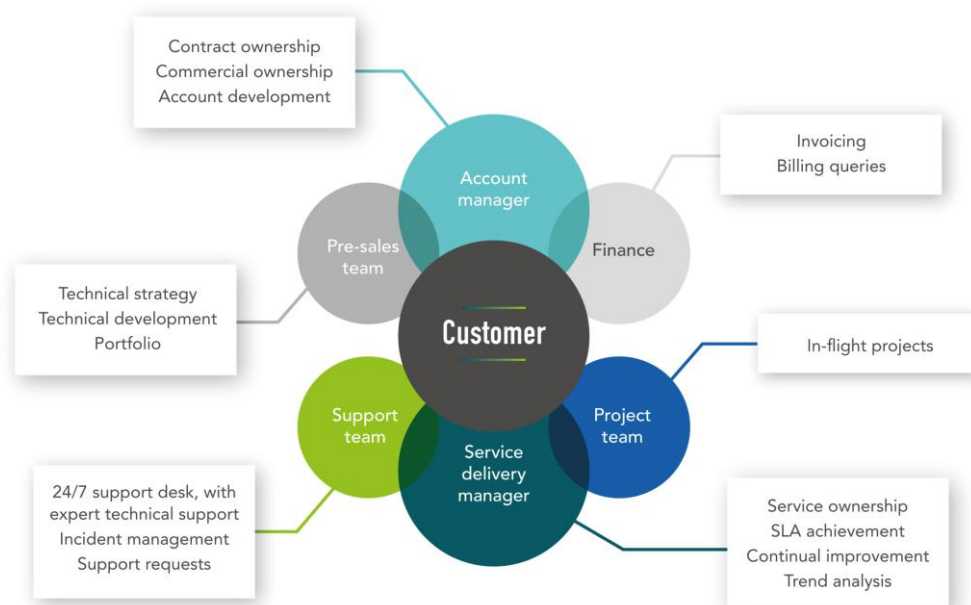
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



With 30 years of track record of delivering projects, Redcentric is knowledge and approach to mitigating risk during the project transition phase is based on experience. Their mature and proven approach is employed as a standard risk management framework which flows from initial bid stage through to project delivery, and into live service.

9. Account management

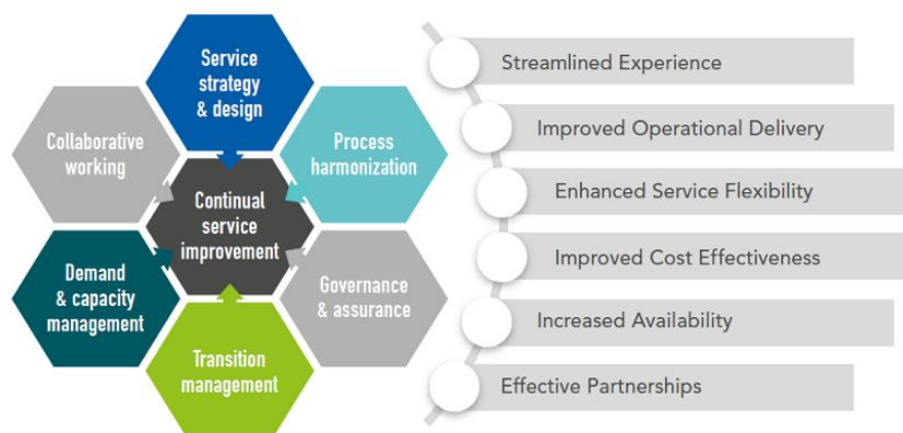
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from the very beginning to create a single, cohesive, and focused team.



Your Account Manager will build an understanding of your current and long-term strategy and ensure that the wider Redcentric team understands your needs. They are responsible for the day-to-day commercial relationship between the customer and Redcentric. Our aim is to develop a long-standing partnership with you.

Sharing Technology advancements with you

A key role of your Redcentric account manager is to understand your business and to keep you proactively informed on the technology and industry developments that may be of strategic benefit to you. As part of your monthly service reviews, we will discuss our product and services roadmap and where required involve our technical design resources to better understand your requirement and provide guidance.



Our technology roadmap review forms part of the service delivery programme. Our aim is to ensure you are fully informed of the wider developments that we are planning to introduce and allow us to discuss any requirements you would like us to consider for the future.

Working in partnership to drive continuous improvement.

We fully embrace the continuous service improvement and will work with you to develop a continuous service improvement plan (CSIP). At the simplest level your CSIP will act as a way of prioritising and tracking minor improvement initiatives such as tweaking process to better suit your need but is equally used to drive technology enhancements and innovations to align evolving business requirements, including technology refresh, changes, and upgrades throughout the contract period.

10. Service management

Redcentric will provide a centralised service management model for all services we deliver to you. Our proven model will ensure you receive service management and support services that is easily accessible and effective.

Our mature processes are based on the ITIL framework, fully supported by Gartner-referenced service management tools and process automation which ensures you receive a best-in-class user experience.

The proposed solution is inclusive of our support and account management service, which include:

- Genuine 24/7/365 service desk which is manned, monitored and maintained using as mature ITSM tool
- Best-in-class secure management and monitoring tools, designed to ITIL guidelines.

Our service is underpinned by comprehensive, yet agile, documented processes that include major incident management. We have recently introduced enhanced SLAs within our support services; this means we will respond to you quicker and we are committing to faster fix times.

Service Reviews are an opportunity for us to collaboratively evaluate service performance and ensure it is effective and aligned to your needs. The service reviews seek to understand how we can work in partnership with you and your teams and to identify how we can improve performance. We work proactively to propose solutions to problems and suggest the best way to resolve any issues.



What happens at the monthly service review?

- Review service delivery using performance data and provide this in a graphical format.
- Analyse support tickets to identify patterns that indicate we need to explore further to identify the root cause.
- Review service availability, service exceptions, significant incidents, and related trends.
- Build operational relationships between our customers and the wider Redcentric team.
- Seek to align internal resources within Redcentric to ensure effective service delivery.
- Identify areas for improvement and include them in the service improvement plan.
- Seek your input on how we can evolve our services to suit your future objectives.
- Share our vision to demonstrate how we can support your future strategic aims.
- Create and hold formal records in the Redcentric document management system.

The monthly service pack provides a basis for discussion. It can be tailored to meet specific customer reporting needs as part of the onboarding process or within the lifetime of the contract. As standard, we provide a service pack that includes up to 12 months of data extracted from the support system and service monitoring systems. We analyse current and previous months' performance and identify any trends.

We operate a Service Management System which meets the requirements of ISO/IEC 20000, which means we have a tried and trusted model for service delivery that provides a consistent approach.

11. Support Services

We understand that our customers trust the Redcentric team to ensure that our services meet your needs. Our relationship with our customers goes beyond just complying with contractual SLAs and meeting industry standards.



We seek to understand the importance of service delivery to your organisation and work with you to provide the support that leads to the rapid resolution of any issues.



We take a pro-active approach to supporting you so you can be sure that the services which your business relies on are in safe hands.



Our support operations meet the highest industry standards, and service management processes are based on the ITIL framework.



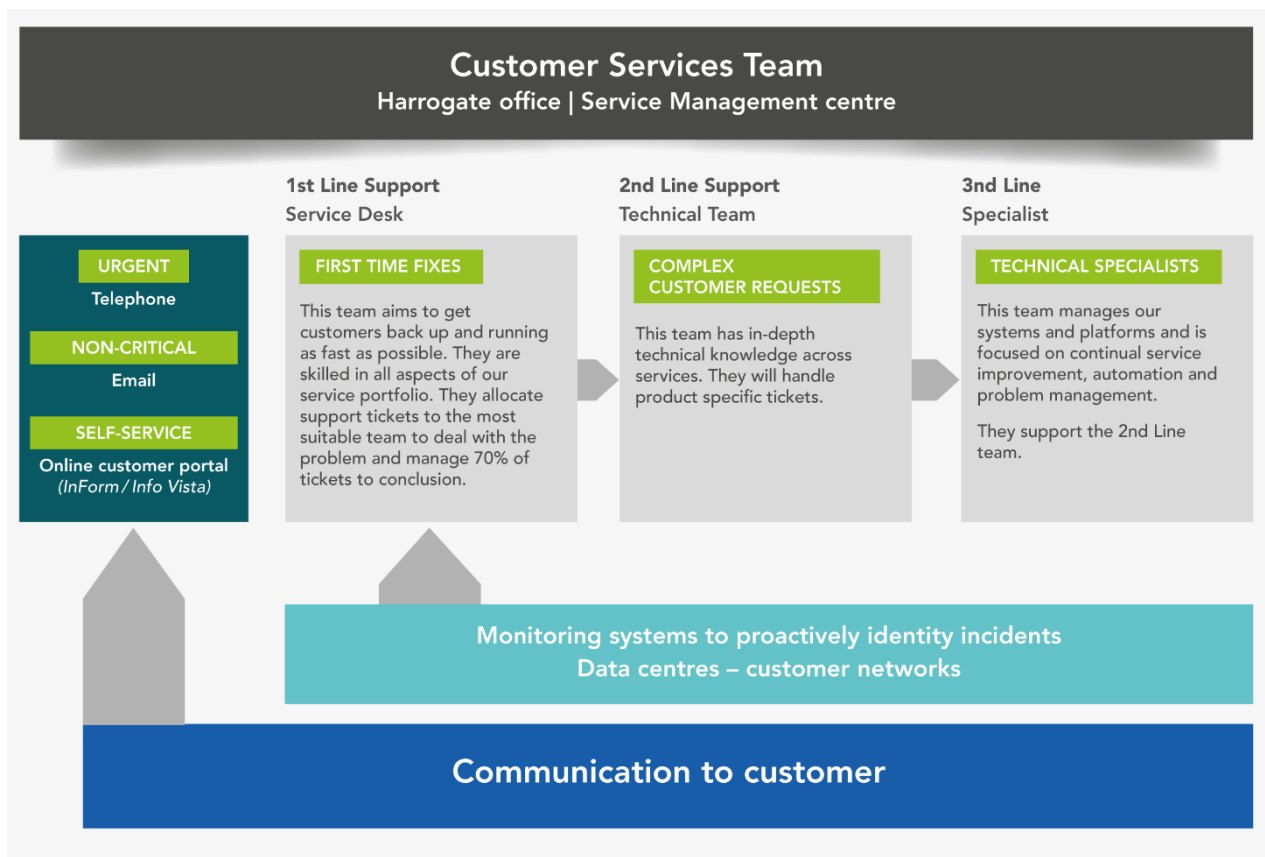
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



We use best-in-class secure monitoring tools to manage the services we provide to you actively. We use Gartner-referenced service management tools and process automation, which allow us to work smarter.

Our support function is structured to ensure fast resolution of incidents with timely escalation where appropriate.

The service journey you experience is important to us. Every interaction is monitored by our customer services team, who are highly experienced in handling customer interactions, and understand the importance gathering accurate and timely information to ensure the correct resources are allocated to reach a rapid conclusion.



Our incident management process has been engineered to be customer focused and designed to ITIL guidelines. We follow a proven process for incident management, with clear steps marked out for each team to ensure you are supported in the most effective and organised manner.

12. Information assurance

Certifications

Redcentric are ISO 20000-1 certified, demonstrating that we adhere to ITSM (IT Service Management) best practice, and ITIL (Information Technology Infrastructure Library) provides advice on ITSM best practice.

ITIL v4 is at the heart of Redcentric managed service operation and support. Redcentric believes that in order to deliver a high quality, professional service it is necessary to invest in training people, empowering them to be strong ambassadors of our service model.

Redcentric has provided managed services to the UK public and private sector for over 30 years. As a highly accredited business, we are proud of the standards and processes for which we are certified.

Our data centres and all supporting operations are fully UK Sovereign and are congruent with;

- The Government's Security Classification Policy ('Official-Sensitive')
- The Government's previous Protected Marking Scheme classification (BIL4 - Confidential)

Note – Redcentric can also support information and assets classified above the GSCP level of 'Official-Sensitive'.

ISO

- ISO 27001:2022 Information Security Certified
- ISO/IEC 27017:2015 Cloud Security Certified
- ISO/IEC 27018:2019 Personally Identifiable Information (PII)
- ISO 9001:2015 Quality Management Certified
- ISO22301:2019 Business Continuity Management
- ISO 14001:2015 Environmental Management System Certified
- ISO 20000-1:2018 IT Service Management System Certified

NHS standards

- Registered HSCN CNSP (Health and Social Care Network, Consumer Network Service Provider)
- DSPT (Data Security and Protection Toolkit) assessed as exceeding standards
- NHS Certified Commercial Aggregator
- NHS Business Partner
- Authorised to transmit, process and store Person Identifiable Data (PID)

- NHS England IGSoC Compliant Commercial Third Party (NACS code: YGMAP)
- NHS England accredited Service Provider (Network Access Agreement number: 0740).

HMG / other standards

- PCI-DSS Compliant for physical hosting and managed firewall services within our data centre locations
- Cyber Essentials Plus Certified
- Data Centres are externally certified to attest they have the necessary physical security measures to process HM Government 'Official-Sensitive' classified data
- Main data centres are certified as Police Assured Secure Facilities
- Full alignment with the Security Policy Framework
- All services are designed, built, implemented and supported using all relevant and appropriate NCSC GPGs, Cabinet Office and NHS England standards

Networks Connectivity

- The Public Internet via Private or Public IP VPN
- The HSCN Peering Exchange
- PSTN
- PSN (Public Sector Network) certified as one of the few DNSPs (Direct Network Service Provider)
- PSN Gateway Access for both PSN-Assured and PSN-Protected
- JANET (Joint Academic Network)

Further information with regards to the Redcentric assurance and governance framework can be found within the Redcentric customer security pack which consist of the following documents:

- Cloud Security Principles (aligned with the NCSC 14 principles)
- Security Management Plan
- Security Statement
- Accreditations and Mappings (lists all business accreditations and relevant controls and standards utilised for Redcentric G-Cloud services)
- Security Control Framework

Copies are available under NDA upon request.

13. Professional services

The Redcentric Professional Services team is drawn from across the organisation, bringing together a unique mix of experience, know-how and talent to help deliver substantive value to its consulting assignments.

Strategists, designers, developers, technicians, engineers, analysts, security specialists and project managers from the worlds of infrastructure, networks, applications, communications, and mobile can come together to deliver expert, targeted, outcome-driven assistance where it's needed.

The common denominator in every professional services engagement is that we are responding to a specific client need. We provide tailored responses to your requests for assistance, whether that's for help of a strategic or tactical nature, short or long-term, on premises or off, single vendor or multi-vendor environment, in a lead role or in support.

Redcentric provide Professional Services using either our in-house team or approved third parties. Professional Services are not part of the service unless

so specified in the customer's order. Professional Services require a separate order or change control procedure.

Available services

- IT strategy.
- Project management.
- Change management.
- Design integration.
- Staging and installation.
- Integration design.
- Service migration.
- Optimisation and performance tuning.
- Physical lift and shifts.
- Audits and compliance.
- Application development.
- On premise and/or remote access support.

14. Company profile

Redcentric is a managed service provider, delivering highly available network, cloud and collaboration solutions that help public and private sector organisations succeed.

We provide:



Assured availability – Delivering highly available solutions that organisations can rely on to improve productivity and performance



Organisational Agility – Helping organisations to address operational, financial, and regulatory challenges at speed



Smarter Working – Enabling and empowering organisations to connect, communicate and collaborate

Our aim is to work in partnership with you to improve efficiencies, drive transformation and enhance the services you provide to your citizens, patients, students and tenants and our services are provided in line with the most stringent public sector standards.

We are here to support you, whether that be with traditional infrastructure or making the move and taking advantage of what the cloud and hybrid environments have to offer.

Today we can offer a rich end-to-end solution portfolio covering the full spectrum of cloud, network and collaboration designed and delivered by our own highly skilled teams from our privately owned, UK based multi-million-pound infrastructure.

Our ethos is one of collaboration; our aim is transformation: helping clients secure desired outcomes, substantive gains, and a measured route forward for the future.

Our assurance comes from a long track record across both the private and public sectors, characterised by deep domain expertise, continuous innovation, proactive management, and an enduring commitment to business improvement through better IT. We'd like to think that there are hundreds of organisations out there where Redcentric has already made a significant and lasting difference.

- Multiple wholly owned UK data centres
- Serving over 800 customers across the UK
- Health and Social Care Network approved CN-SP
- NHS Digital approved N3 Aggregator since 2014
- Accredited to connect and supply over Janet
- Authorised to process HM Government data marked 'Official-Sensitive'
- Accredited to store patient data
- HSCN Peering Exchange Provider
- Accredited to connect and supply over Public Services Network (PSN)
- Accredited and experienced G-Cloud supplier
- 15+ years of N3 experience
- Fully aligned with ITIL Service Management Standards
- ISO 9001, 14001, 27001, 22301 and 20000-1 certified
- Cyber Essentials and Cyber Essentials Plus certified
- PCI Compliant for physical hosting services
- Services designed, built, implemented and supported using appropriate NSCS GPSs, Cabinet Office and NHS Digital standards
- Fully approved HSCN connectivity to Azure and AWS environments.

15. Why choose Redcentric?



Owned infrastructure

We believe that service quality is dependent on end-to-end control and capability, which is why we've spent the past three decades building our own infrastructure and skills base: a UK-wide MPLS network, UK-based data centres, Voice and IaaS platforms, Network and Security Operations Centre, and a large ITIL-based support operation.



Expert guide

We are not about the provision of one-off IT commodities but rather helping clients over the short, medium and long-term through the strategic alignment of our services to organisational requirements. We guide you on your journey at whatever speed and in whatever direction the need dictates.



Customer-centric culture

It is the 'can do' attitude of our teams that we are most proud of and which our customers most value and often comment on. We invest in our staff and work hard to develop and preserve a culture that prioritises staff satisfaction and motivation. We believe that the happier, more engaged, and dynamic we are as a team, the more we can achieve together, ensuring we deliver the best results for our customers.



Open-minded and innovative

We pride ourselves on being an innovative service organisation which means we are always willing to think and do differently and to go beyond norms and conventions. We are always reviewing our proposition, introducing new proven technologies that dovetail with our existing offering; and bringing these opportunities for further gains to our customers. But equally this spirit of innovation may be seen in our flexible approach to project management, and it extends to all aspects of how we work with our customers.



Breadth of services

Our great strength is our ability to be a single unifying partner who can deliver a comprehensive range of IT and Telecoms services across multiple sites with confidence.



Security and integrity

We invest in our systems and processes, that in turn allow us to attain the highest standards of certification and accreditation. These are not badges of honour, but hard-earned evidence of our commitment to quality, security, and integrity, and this supports our aim to be a 'trusted partner'.

Outcomes focused



We believe we have an important role to play in ensuring you have the IT infrastructure and services to help you to achieve your goals. We help you to meet new challenges and to stay agile so that you can respond to change and at the same time keep your data and systems highly secure.



Our teams

We have highly skilled staff, whose average tenure is more than 10 years bringing a huge wealth of experience and a depth of knowledge on which you can rely. We also invest in the development of new team members who bring new or enhanced skills to Redcentric and the training of existing staff to ensure you benefit from a consistent, high-grade delivery of services and support day in, day out.



Continuous Service Improvement

We are committed to investing the most that we can to build a sustainable, successful business that can deliver genuine IT outcomes for our customers. We are continually refreshing our core systems or adding capacity and capability, to the tune of many millions.



Proactive

We think and
act quickly



Inspired

We create
excitement through
innovation

Trusted

We do what
we say we will

Collaborative

We work together
to deliver
a common goal

Transparent

We are open,
honest and fair





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