



Managed LAN Switch Service

Service Definition

G Cloud 15

Lot 2a – Infrastructure Software as a Service (iSaaS)

January 2026

redcentric

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1. Service Description

1.1 Overview

Redcentric Managed Local Area Network (LAN) Switch Service (“Managed LAN Switch Service”) provides customers with an Ethernet LAN switch located on their site to provide connectivity between compatible, hardwired Ethernet LAN devices. Switches in combination WITH Wireless LAN Access Points, provide local connectivity for PCs, Internet Protocol (IP) phones, servers, and printers etc. In addition to the standard service, Redcentric offers enhanced hardware support and structured cabling health-checks, upgrades, and repairs.

1.2 Hardware Options

Redcentric offers various switch models from Cisco Systems and Fortinet to cover most customer LAN connectivity requirements.

1.3 Pre-requisites

It is only possible for Redcentric to provide monitoring, reporting and support when robust, secure IP connectivity exists between the Redcentric Network Operations Centre (NOC) and the customer site. Consequently, the Managed LAN Switch Service is only available at sites connected to the Redcentric core with a Redcentric managed circuit.

1.4 Switch Configuration

Redcentric configures switches according to the template below. Any deviation from the standard template must be agreed in writing prior to contract agreement. The Order Form must detail any non-standard requirements.

Standard Template L2 switches

- Single Virtual LAN (VLAN) configured for PC/data traffic
- Single VLAN configured for IP Telephony voice traffic
- VLAN configured for Redcentric Management
- Basic spanning-tree for Layer-2 loop avoidance
- Redcentric standard IP telephony Quality of Service (QOS) template
- Physical ports connecting to Redcentric managed Wide Area Network (WAN) Customer Premises Equipment (CPE) configured as required
- Remaining ports set to auto speed negotiation
- Remaining ports set to auto duplex negotiation
- Remaining ports configured as access-ports for PC/data VLAN
- Remaining ports configured for voice VLAN
- Remaining ports configured to identify device connected using Cisco Discovery Protocol (CDP) or Link Layer Discovery Protocol (LLDP)
- Remaining ports set for port-fast and Bridge Protocol Data Unit (BPDU) guard

Standard Template L3 switches

- As above except:
- Up to 10 VLANs for PC/data traffic
- Static Routing between VLANs
- Usable ports configured for trunk or access according to customer requirements

1.5 Local Inter-VLAN routing

It is essential that requirements for inter-VLAN routing are understood and agreed in writing prior to contract signature. The CPE that Redcentric uses to terminate wide-area network circuits is

not specified, by default, to accommodate even modest amounts of inter-VLAN traffic. Customers are advised to select Layer-3 LAN switches if traffic needs to be routed between VLANs.

1.6 Spanning-tree and other L2 protocol support challenges

Redcentric deploys basic Spanning-tree (STP) configuration and assumes that no Customer switches are connected to the Redcentric managed switch. Any requirements to support multi-switch environments where more complex STP, VLAN Trunking Protocol (VTP) or similar protocols that might be required must be agreed in advance of contract signature. Redcentric will accommodate requirements where possible to deliver a robust Managed LAN Switch Service, but additional charges may apply.

Please note that Customers are advised to follow LAN connectivity operational best practice. For example, if two ports are connected on a switch, a L2 loop may result causing connectivity disruption.

1.7 SNMP and access to switch configuration

Redcentric does not offer Simple Network Management Protocol (SNMP) or other access to the switch. Redcentric will provide the Customer a copy of the running configuration, with the management detail removed, upon request.

1.8 Service Delivery

A Redcentric installation engineer will take the pre-configured switch to the customer site and install it in a rack, cabinet or table-top. The engineer will test a sample number of the ports and ensure the device can be polled and managed remotely.

1.9 LAN cabling

Charging for the basic service does not include any structured cabling checks, cable work or patching between switch and structured wiring frames. If CPE terminating the Redcentric circuit(s) and the managed switch are within one meter of one another, the Redcentric engineer will provide patch cable(s) to join them together.

Upon request, Redcentric will undertake a general or detailed survey of existing structured cabling and provide a report on its suitability for certain applications. Redcentric can arrange for cabling to be upgraded, repaired, corrected, extended, tidied, re-patched, labelled and replaced as required to ensure a customer's entire LAN is fit for purpose (e.g. to support IP telephony). This work is chargeable and priced on application.

1.10 Monitoring/alarms

Under normal circumstances the Redcentric systems poll the switch every 5 minutes to confirm that it is available. This is in line with industry standard network management best practices. If the switch does not respond to several successive polls, an automatic alert is forwarded to the Redcentric network fault management system. This automatically raises an incident, which is placed in the technical support queue. Technical support engineers investigate these incidents 24 hours a day, 365 days a year.

Customers can become aware of network problems in the short window before the polling procedures verify a problem and issue an alert. Redcentric provides additional means for customers to raise faults, i.e., via telephone, email, and the web portal. Experience shows that fault resolution times are largely independent of the fault identification and reporting method.

Redcentric classifies problems according to severity. This allows the prioritisation of resource on issues that have the most impact on Customers' businesses. Further details of the classifications can be found in the Redcentric Customer Welcome Pack which is available on request.

Redcentric is committed to continually improving and expanding its core network, and to facilitate these improvements, it is necessary to carry out essential work from time to time. In accordance with Information Technology Infrastructure Library (ITIL) service management standards, these activities are carefully scheduled using an internal change control process; this gives customers maximum visibility of any given change and thereby ensures that planning and implementation is carried out to minimise the effect on Customers using Redcentric network services.

Maintenance windows and procedures for communicating emergency outages are detailed in the Customer Welcome Pack.

As well as availability polls, information regarding Central Processor Unit (CPU) utilisation and environment temperature is retrieved (where capability exists on the switch hardware/firmware/software). Redcentric sets alarm thresholds for these parameters and support staff act accordingly when alarms are received.

1.11 Hardware support

If Redcentric support desk staff determine that a switch has developed a fault, Redcentric will arrange to have it replaced 'next business day'. Customers can choose an expedited option which offers a target hardware replacement timeframe of 4 hours from the point that Redcentric determines a replacement is required. This timeframe is not practical for certain remote UK locations; Redcentric will notify the Customer of alternative target timeframes for these locations. Naturally, expedited switch hardware replacement will not improve repair times for faults caused by anything else. The expedited option is charged monthly in advance and is applicable regardless of the number of times it is called upon.

If the firmware or hardware version of your Managed LAN appliance is forecast to become End of Support (EoS) / End of Life (EoL) during an initial contract term or a renewal of that contract term, Redcentric will no longer be able to provide security or critical firmware updates for that EoS or EoL CPE.

To continue to receive security and critical updates, a hardware refresh of the CPE will be required. Any hardware refresh, including the provision of new CPE, is outside the scope of this Service and will be chargeable. A new Managed LAN Switch would be provided by Redcentric for an additional charge.

1.12 Reporting

Information on switch performance and utilisation is presented on the Redcentric Inform portal. The reporting section of the portal is enabled by Infovista, an Enterprise class reporting system.

The following information is available on the reporting section:

- Availability of the switch according to the regular polls (detailed above)
- CPU percentage utilisation (Where capability exists on the switch)
- Environmental temperature (Where capability exists on the switch)
- Percentage utilisation of the first six access ports

1.13 Configuration support & change requests

Redcentric support staff respond to requests to address connectivity issues by making minor configuration changes. Examples of minor configuration changes:

- Shutdown or re-enable a port
- Change access VLAN membership
- Change a port duplex or speed setting to resolve an incompatibility issue between switch and end device.

Any change requests that Redcentric consider to be non-minor are not included in the service. Requests for nonminor changes will be accommodated where Redcentric believe it can continue to provide a robust and supportable managed service. Such changes may be chargeable.

2. Onboarding and Offboarding

2.1 Onboarding

Redcentric offer a fully managed service with advice and guidance based on customer requirements for resiliency, cost, throughput capability requirements. We design solutions based on customer supplied floor plans, building infrastructure information and other factors to determine the best solution for each site environment.

Our project and delivery teams fully implement the service, including configuration and testing, and work closely with customers to ensure the delivery of services to the required specifications.

2.2 Acceptance Criteria

The following Acceptance Criteria apply to the Managed LAN Switch Service:

- Confirm that a sample of devices connected to the switch have no duplex issues
- Confirm that a sample of devices in the same VLAN can pass traffic to one-another
- Confirm that devices in each VLAN can pass traffic to a suitable device on a remote site

2.3 Offboarding

Redcentric project, delivery and support teams will work closely with customers to gracefully close-down any services at their contract end and, if required, assist in any transition or migratory tasks with the customer and any new service provider.

Redcentric will not be obliged to disclose any confidential information to the customer or replacement supplier, or to transfer any assets, contracts, employees, or third-party licences.

2.3.1 Principles

Redcentric will assist the customer in facilitating the orderly transition of the services (in whole or part) from Redcentric to the customer or any replacement supplier upon the expiry or earlier termination of the Order Form for Network as a Service.

2.3.1.1 Removal of Customer Premises Equipment

“Customer Premise Equipment (CPE)” is defined in this Service Definition. On termination or expiry of the Call-Off Contract, the customer must undertake the following responsibilities:

- agree a time and date for the CPE to be removed by Redcentric; and then
- permit Redcentric to remove the CPE at the agreed time on the agreed date in a sequence to be specified by the customer.

2.3.1.2 Additional Transition Assistance

Where the customer requests the provision of additional transitional assistance, in addition to that required under this section, Redcentric shall provide such assistance as additional Professional Services upon agreement and signature of a Variation Order. The additional transitional assistance detailed here shall be chargeable at the Redcentric prevailing time and materials consultancy day rates.

3. Associated Redcentric Services

The table below provide details of other compatible services with Managed LAN Switch Service available from G-Cloud 15.

Service Name	Service Summary
Network as a Service	Network as a Service provides a secure internal / external network connection. It meets compliance standards and various Redcentric services such as internet and security can be overlayed over this single connection into the Redcentric Network.
DDoS Mitigation Service	DDoS Mitigation Service consists of three services. DDoS Essentials and DDoS Essentials Plus, ensures customer protection within 60 or 15 minutes respectively, upon attack notification. DDoS Pro offers comprehensive management with instant detection and automated response. Monitoring at the ISP level enables pro-active attack identification, enhancing network security measures.
Managed Firewall Service	Managed Firewall Service The service is delivered on virtual firewalls on a shared platform or on one or more dedicated hardware firewall appliances. The firewalls control traffic between devices on different networks and provide perimeter protection. The firewall is configured by our staff to meet customer's requirements. Firewalls are monitored for alerts.
Managed SD WAN Service	Managed SD WAN Service is designed to complement traditional private IP-VPN networks. It allows customers to make optimum use of the available bandwidth at sites, and to supplement private connections with cellular, low-cost Internet and other links. Application visibility, control and performance can be enhanced, delivering greater efficiency and user satisfaction.
Managed Wireless LAN Service	Managed Wireless LAN Service offers design, deployment, monitoring, support, and management of wireless LAN infrastructure deployed on Customer sites. The service uses products from leading Wireless LAN manufacturers. The service delivers enterprise features and uses local or cloud-based systems for provisioning, monitoring, and management.
Meraki Connectivity and Security	Meraki Connectivity and Security. Meraki's range of connectivity and security devices are proving to be popular due to the market leading traffic visibility and diagnostic capabilities, also the scalability and ease of management using the cloud-based management portal. Redcentric Meraki service provides the design, deployment and ongoing support of Meraki's connectivity and security devices.
Secure Remote Access Service	Secure Remote Access Service offers a robust, scalable, flexible, and secure way for remote users to access information and business applications whilst away from their usual work location. Software on the user's device communicates with the remote access platform across any Internet connection and a secure tunnel is established.
Two Factor Authentication	Two Factor Authentication (2FA) service offers a robust, flexible, and secure way to authenticate user connection requests to network devices. The 2FA service can be deployed on both Customer managed and Redcentric managed network devices. The 2FA service offers a more secure and scalable alternative to static passwords.
Wireless Guest Access	Wireless Guest Access is an analytics and marketing service provided by our partners Purple. Redcentric resells, integrates, and supports the service. Used with wireless services to provide guest Wi-Fi experience, and venue owners valuable information on their customers and visitors, focused marketing communication and assists in the compliance implications associated.

4. Service Levels and Service Credits

4.1 Service Levels

The Service Level applicable to the Managed LAN Switch Service is as follows:

Service Level: Availability Measurement Period: Month	
Service Level	Equal to the Availability Service Level of the access circuit that connects the customer site to the Redcentric core as please see Supplier's Network as a Service, Service Definition

4.2 Exclusions from Availability

In calculating Availability, in addition to the exclusions listed in the clause 7.9 Part A - General Terms of the Redcentric G Cloud Supplier Terms the following shall be excluded:

- Performance issues resulting from functionality not requested and/or throughput (load) exceeding initial documented requirements

4.3 Floor service level

The Floor Service Level applicable to the Managed LAN Switch Service in respect of Availability shall be 85% in any given month.

4.4 Service Credits

The Service Credits applicable to the Managed LAN Switch Service shall be as specified in the Service Definition for the access circuit over which the Managed LAN Switch Service is delivered and shall be payable in addition to the Service Credits arising from the non-Availability of the access circuit.

Example: Managed LAN Switch Service delivered over a Redcentric ADSL circuit with Enhanced care and achieving 99.4% availability in the relevant Month. The ADSL circuit is covered by the ADSL Service Definition. 99.4% Availability would lead to a Service Credit of 5% of the Monthly Charge for the ADSL circuit, as set out in the ADSL Service Definition; in addition, for the Managed LAN Switch Service delivered over that ADSL circuit, an additional Service Credit would apply in respect of the Managed LAN Switch Service, being 5% of the monthly charge for the Managed LAN Switch Service.

5. Responsibilities and Accountabilities

5.1 High Level Redcentric Responsibilities

Redcentric is responsible for the following aspects:

- Solution design based on information and requirements provided by the customer
- Initial installation and testing of equipment with agreed success criteria
- Configuration of the centralised management, reporting, etc. components
- General upkeep of the platform including hardware and software upgrades
- Ongoing support of customer-specific configuration, including advice and implementation of minor changes
- Continued monitoring of equipment with our support teams and pro-active management of faults
- Arranging replacement of faulty hardware

5.2 High Level Customer Responsibilities

The Customer is responsible for all other aspects including, but not limited to:

- Providing Redcentric with the Customer's detailed functional and other requirements
- Providing Redcentric with the technical details required for the design, e.g. Port speeds/duplexes, uplink specifications to other equipment, IP address ranges, VLAN assignments, local DNS servers, DHCP scopes and options etc.
- Providing an appropriately physically secured location to house equipment, typically a communications rack in a separate communications room, or similar
- Providing appropriate power, rack space and heating/ventilation/cooling (HVAC) for any equipment housed on the customer's site
- Unless otherwise agreed with the customer, providing appropriate LAN side cabling, cables, patch panels, etc beyond the service demarcation point
- Arranging and allowing access to site facilities at agreed times and for an appropriate window of time for the installation of any equipment related to the delivery of the service
- Completion of any required site risk assessment information prior to engineer site visits

6. Business Continuity and Disaster Recovery

6.1 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 are 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.

6.2 Disaster Recovery

We recommend that customers take a pragmatic approach to the deployment of switches in any location and recommend that any deployment includes additional ports or access switches to provide port availability in the event that a single device becomes unserviceable. In the event of service failure, our support teams work closely with the customer to replace supported equipment in a timely manner. Alternatively, dependent upon the scale of the customer's estate, cold spares can be held to rapidly replace any equipment which develops a service affecting fault.

7. Data Processing

7.1 Data processing scope

The Managed LAN Switch Service delivers the transport of Ethernet packets between devices and does not involve any storage or backing up of data.

7.2 Data storage and encryption

Redcentric does not encrypt LAN traffic. Redcentric does not capture, inspect, analyse, store, or share the customer's traffic/data under normal circumstances.

Under certain circumstances, when managing a support ticket, Redcentric may capture, inspect, analyse and/or store a small sample of the customer's IP packet traffic to investigate and diagnose a very specific problem, e.g. to help resolve a problem relating to packet corruption. Such actions will only be undertaken at the request of and in conjunction with the customer.

7.3 Data processing decisions

Redcentric does not make any data processing decisions in relation to the Managed LAN Switch Service. Any processing of data over customer systems when using the Managed LAN Switch Service for transit is instigated, configured, and managed by the customer, including any decision to use encryption.

Redcentric Support can be asked by the customer to intervene in the event of an issue with the Managed LAN Switch Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the customer.

7.4 Sub-processors

No third parties are involved in delivering the Managed LAN Switch Service, and there are no sub processors appointed by Redcentric.

7.5 Customer access to data

The customer controls its own platforms which use the Managed LAN Switch Service to carry data, and the customer therefore has full access to its own data.

7.6 Security arrangements and options

A Managed LAN Switch may be located at a Redcentric site, or a site selected by the customer. All Redcentric locations meet physical security standard ISO27002 section 11.1 or equivalent. Where a Managed LAN Switch is in a non-Redcentric location, it is the customer's responsibility to ensure physical security meets their needs.

8. Exit Plan

Upon expiration of the Contract where the customer chooses not to renew with Redcentric, the steps set out in paragraph 2.3 will apply.

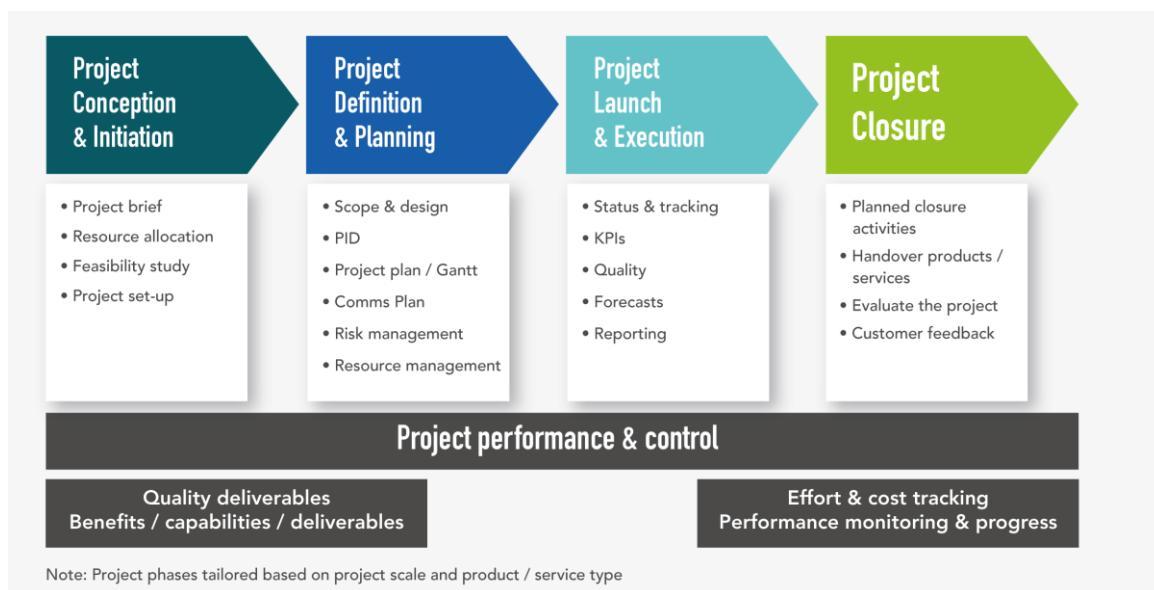
9. Project management

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

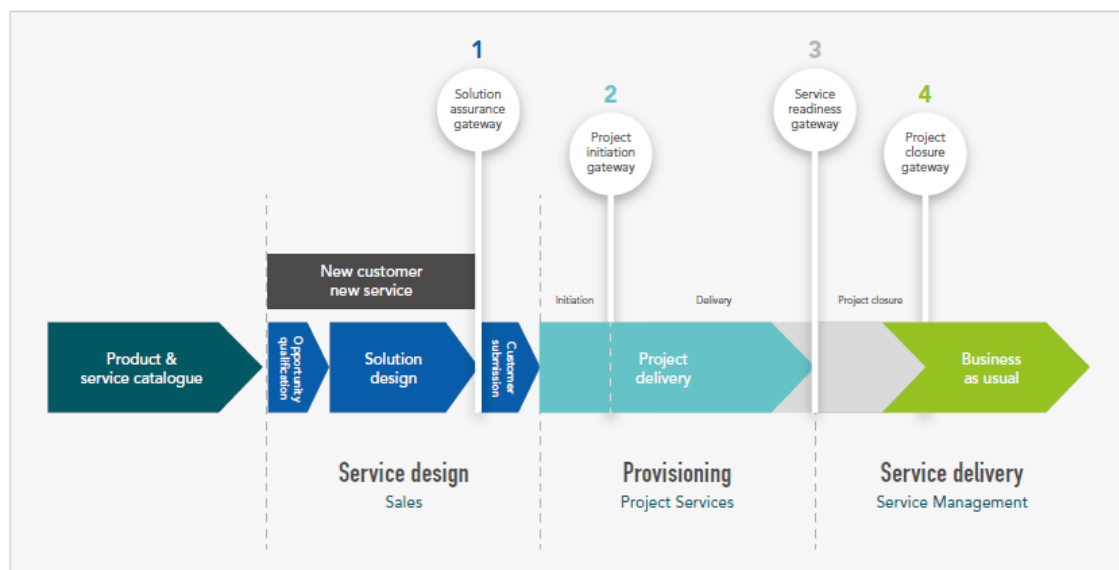
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

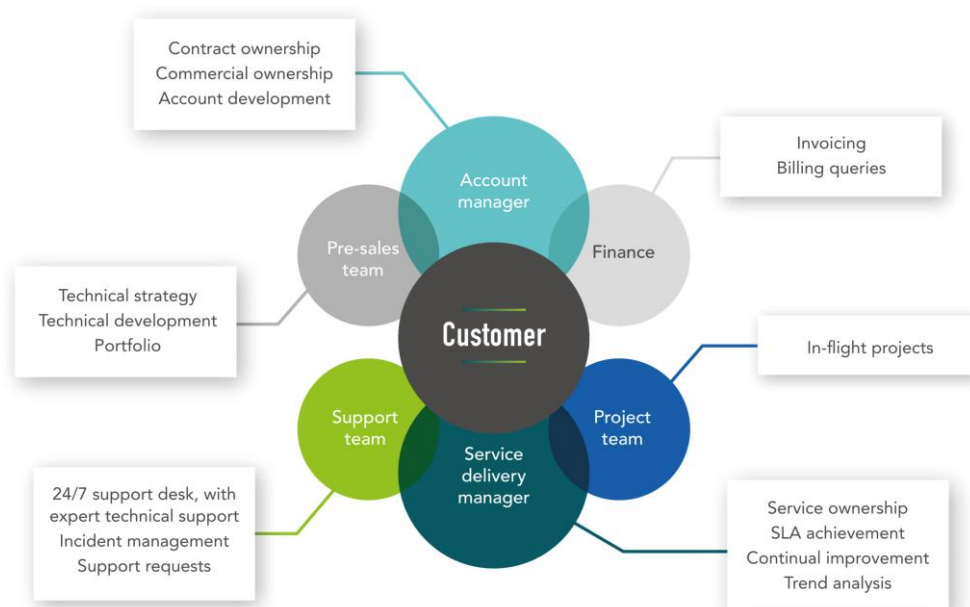
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.

10. Account management

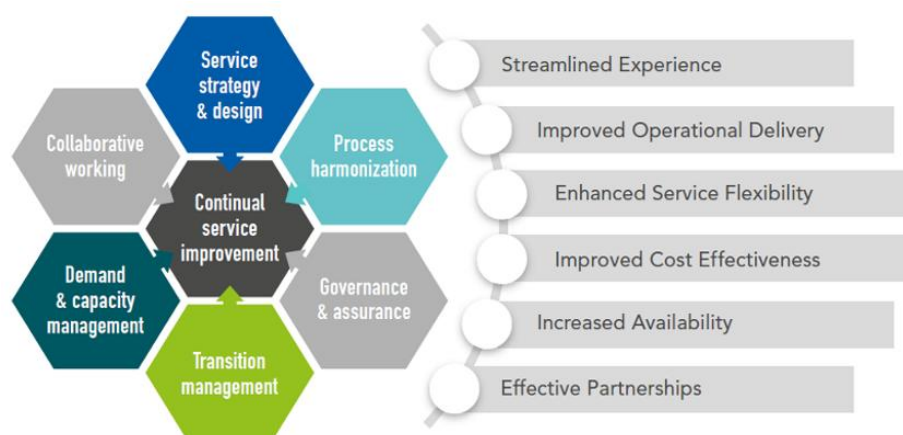
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from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

11. 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.

12. 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.



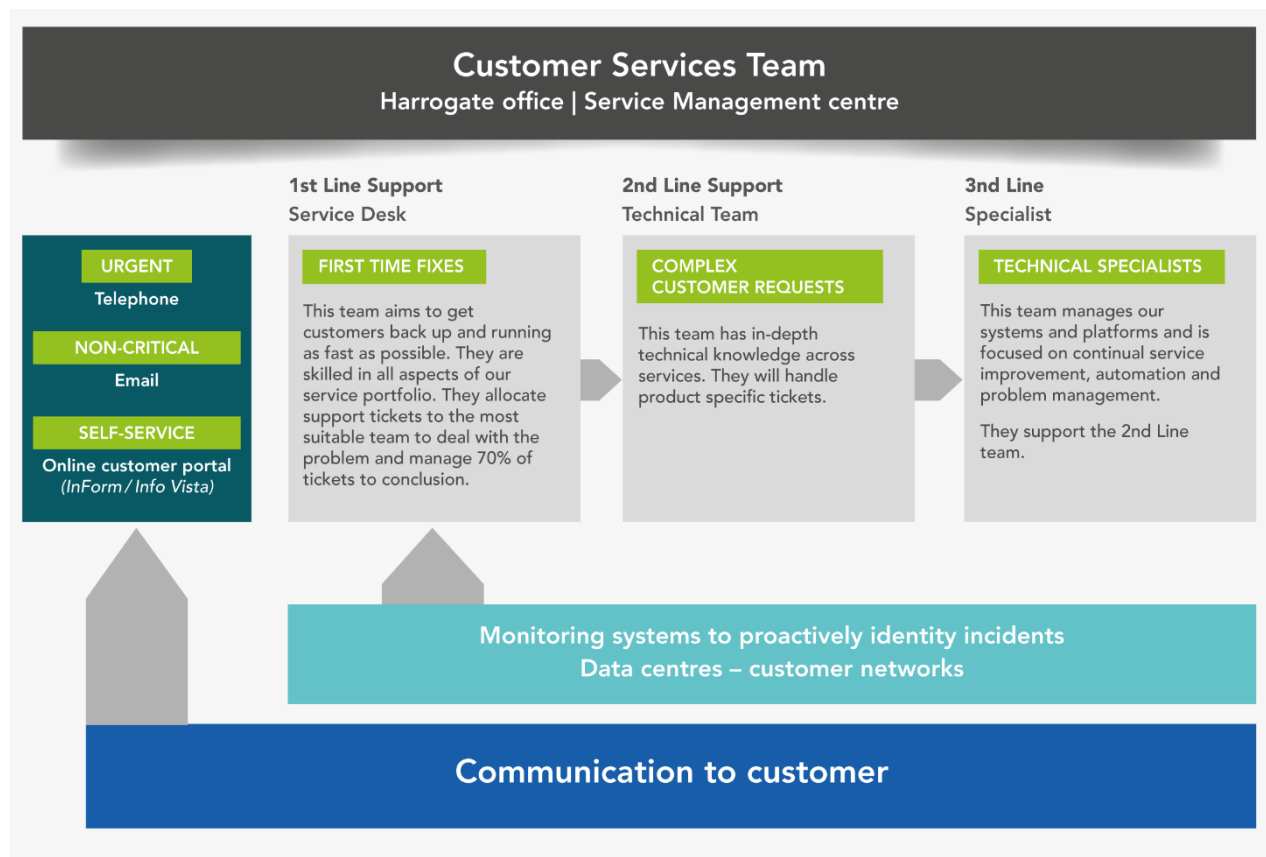
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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.

13. 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 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.

14. 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.

15. 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.

16. 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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redcentric

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