



Wireless Guest Access Service Definition

G Cloud 15

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

January 2026

redcentric

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1. Service Overview

In this Service Definition:

“Purple” means PURPLE WIFI LIMITED of 1 Henry Square, 221 Old Street, Petersfield, Ashton-Under-Lyne, Greater Manchester, OL6 7SR, England (registered company number 06444980)

“Purple Service” means the cloud-based guest Wi-Fi analytics and engagement hosted software solution provided by Purple

Redcentric Wireless Guest Access, Analytics and Marketing Service provides the Purple Service to the customer, together with related Redcentric Services which are described in this Service Definition. It can be used in conjunction with wireless infrastructure services to provide end users with a guest Wi-Fi experience and venue owners with valuable, detailed information on their customers and visitors. The Service also provides a mechanism to direct focused marketing communication to consenting customers and visitors.

The underlying Purple Service is offered by one of the market leaders, Purple. The Purple Service is licensed to the Customer by Purple, and not by Redcentric. Redcentric is a Purple reseller and procures the necessary Purple licences for the customer as part of the Wireless Guest Access, Analytics and Marketing Service.

The Services provided by Redcentric (as opposed to the underlying Purple Service) are described in this Service Definition and summarised in section 2.3.

1.1 Service Description

Redcentric resells, integrates, and supports the Purple Service. The Purple Service assists with the compliance implications associated with offering Guest Internet access. The extremely rich insight into visitor demographic and behaviour as well as the ability to send focused marketing communication to them can provide a return for the investment required to build and operate the underlying connectivity and wireless infrastructure.

1.2 Related Products

Redcentric extensive range of services covers connectivity, collaboration and cloud solutions and is designed to meet the requirements of companies of all sizes. Support wired and wireless LAN devices, on-site security appliances, as well as robust and proven WAN connectivity services particularly compliments the Wireless Guest Access, Analytics and Marketing Service.

Redcentric offers the Wireless Guest Access, Analytics and Marketing Service only when taken in conjunction with Redcentric monitored or managed LAN and wireless LAN services.

1.3 Licensing and options

The vast majority of functionality including compliance, splash-page customisation, access to user information etc., is covered by the entry level, enhanced, service.

The optional Content Filtering service enables venue owners to implement, for example, a ‘family-friendly’ policy whereby access to certain web-site categories (e.g. adult, violence etc.) would be denied. This is optional because, depending on requirements and design, this functionality could be achieved by other means.

The Location Services optional service is required when the venue owner needs better insight as to how visitors move about the venue, and their approximate location within a venue.

The number of enhanced and, when chosen, optional services required simply equates to the number of wireless access points configured to use the service.

1.4 Capability and Functionality of the Purple Service

The functionality provided by the Purple Service undergoes regular enhancement and improvement. Please see <https://www.purple.ai/> for details of specific capabilities.

1.5 Solution Design

Redcentric consultants work with the customer to establish and document specific design objectives and requirements. The consultants then use this as the basis to produce a high-level design. The design work should include all aspects of a service including compliance, security, WAN, LAN, wireless coverage, and details relating to guest login mechanisms, location & presence accuracy etc.

1.6 Access to the Purple Portal

The customer's authorised staff will have full access to the Purple portal and will be responsible for all day-to-day activity on the portal.

To reduce compliance burden on both Redcentric and the customer, Redcentric staff have minimal access to the Purple portal. Redcentric uses the portal only to perform tasks detailed in the Deployment and Support sections below.

2. Onboarding and Offboarding

2.1 Onboarding

Redcentric configures the customer's wireless infrastructure (i.e., Access Points, WLAN controllers etc.) to enable the use of the Purple platform for guest authentication. Where included as part of the overall design. Redcentric also configures the wireless infrastructure to exchange data with the Purple platform to provide presence and location insight.

Redcentric inputs details of the wireless infrastructure access points on the Purple platform via the portal.

Purple provides intuitive tools to enable the Customer to easily tailor the service; for example, to apply company branding / messaging to splash pages. Details are available on the Purple web site.

Additionally, to get the maximum benefit from the analytic and marketing capability of the Purple Service, Redcentric and Purple recommend that a Purple Customer Success Manager be engaged to provide consultancy initially and periodically throughout the contract term. This additional service is chargeable.

2.2 Acceptance Criteria

The Acceptance Criteria listed below apply to the Guest Wi-Fi, analytics, and marketing service. Redcentric should be able to demonstrate to the customer that:

- The customer has at least one administrator configured to use the Purple portal
- The Customer can see that venues have been configured within the Purple portal
- The customer can see that access points have been configured on the Purple portal for a selection of venues
- That the summary page of the Purple Portal includes usage data suggesting that the service is in-use.

2.3 Support

Redcentric monitors the Customer's underlying infrastructure e.g., wireless access points, and when included as part of the solution, other LAN devices, security devices and wide area/Internet connectivity etc. Redcentric performs fault diagnostic and resolution on these components. Redcentric also works with Purple to address platform-wide issues and faults, e.g., no users can log-in or the administration portal is unavailable. Purple is responsible for provision and management of the Purple Service and the underlying platform.

Redcentric has limited access to the Purple portal and the user data within, so the Customer is required to work directly with Purple support to remedy issues relating to splash-page customisation, accessing reports, publishing e-shots etc.

The Customer will place support calls with Redcentric in the first instance, and not with Purple. Where necessary Redcentric will escalate the issue to Purple.

2.4 End User License & Privacy Policy

Purple's End User Licence Agreement in conjunction with the Privacy Policy form the Terms & Conditions that must be accepted by the end user if they wish to use the Purple service. Both the End User License Agreement and the Privacy Policy are prescribed by Purple and are subject to change by Purple as required. The current versions are available on request.

2.5 Compliance

Purple is both ISO 9001 compliant for business practice and ISO 27001 compliant for data security and storage. The business is audited annually by an accredited third-party company to check that it remains compliant.

2.6 Purple Data Characteristics, Retention & Ownership

This section describes what information is captured and stored by the Purple Service. The scope of Redcentric data processing is described in Section 7.

When an end user joins a Purple controlled wireless network and reaches the splash page, the user's device MAC address and user agent are stored. The exact data collected varies according to the login method chosen and the configuration created by the Customer, but can include personally identifiable information (PII), as well as other potentially sensitive information (when combined with a user's PII) such as a postcode or Facebook likes etc. This data is either user-submit via form or transferred from their social media account if they use that to authenticate and are granted access.

If configured by the Customer, Purple may additionally collect domain lookup data. Domain lookups are logged against the venue's web-facing IP and are not traceable to an individual user.

Once a user connects, RADIUS accounting data is passed from the Customer's wireless infrastructure to Purple's RADIUS servers, providing basic network usage metrics: the time the session started, ended, the reason for the session end and data upload and download.

When the location licence option is chosen, location data collected can include the client MAC (which is stored hashed for anonymous non-associated devices), access point MAC, received signal strength, X/Y coordinate, associated floorplan, seen time and network. Additionally for associated devices, details of internal IP and SSID may be stored. When a client MAC is recognised as having logged in via Purple in the past, some demographic data may be associated with the location records (e.g., gender & age). Where a user has previously logged into the venue and accepted the Purple End User Licence Agreement, a recognised device will be linked against the user record.

Depending on the configuration of the Customer's captive portal and the access method chosen by the end user, Purple may capture and store the following personally identifiable information: first name, last name, date of birth, email address, mobile number, and social user ID (e.g., Facebook ID). The storage holding the database is encrypted to prevent unauthenticated access. Individual records are not themselves encrypted in the database. The data is encrypted while in transit, and customers access the data using SSL.

All user data is anonymised after a period of 2 years of inactivity. I.e., Purple will store a user's personal data, in its full form for 2 years, and after 2 years of inactivity (not logging back into the Wi-Fi) personally identifiable information is stripped out. This includes name, email, telephone number, etc. However, Purple maintains nonidentifiable information such as age group, gender and connection method used. Purple may discard raw data sooner. For example, individual XY records from location services are dropped after 24 hours, but an aggregated record of when the device was present on a floor plan and what zones were visited will be kept. To comply with the applicable data retention laws, certain communication data must be retained by service providers such as Purple. Purple stores data in line with the requirements of the law on secure third-party infrastructure.

The Customer will have access to all end-user data collected through the Purple Service in respect of the Customer's end users, and will have the non-exclusive, royalty free right to access and use the data until the expiry of the Customer's licence in respect of the Purple Service. The Customer

is responsible for treating such data (which will include personal data) in accordance with all applicable law.

2.7 Offboarding

At the completion of the service contract, unless otherwise agreed with the Customer:

- Address each of the issues set out in this Exit Plan to assist the Customer in facilitating the transition of the Redcentric Services from Redcentric to a replacement supplier, or the Customer ensuring to the extent that is reasonably possible, that there is no disruption in the supply of services and that there is no deterioration in the quality of delivery of the services during any period of transitional assistance;
- Provide an estimate of the scope of transitional assistance that may be required by the customer and suggest how such assistance might be provided (if required); and
- Provide an estimate of Redcentric personnel that may be required to provide transitional assistance and suggest the management structure to be put in place and employed to provide such transitional assistance.

On termination or expiry of the Service Agreement, the Customer must undertake the following responsibilities:

- Agree a time and date for the Redcentric owned equipment to be removed; and then to remove the Customer's equipment at the agreed time on the agreed date in a sequence to be specified by the Customer.

3. Associated Redcentric Services

The table below provide details of other compatible services with Wireless Guest Access 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.

4. Service Levels and Service Credits

4.1 Service Levels

The Service Level applicable to the Wireless Guest Access, Analytics and Marketing Service is as follows:

Service Level: Availability	Measurement Period:
Not less than 99.0%	Month

4.2 Exclusions from Availability

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

- Any failure which does not impact all sites
- Any failure lasting 45 minutes or less from the point the customer notifies Redcentric
- Any impact caused in-whole or in-part by actions of the customer
- Failure of any component preventing use of the Service when the core platform is operational. (e.g. including: failure of Wireless LAN infrastructure, LAN, Internet feed or Internet firewall.)
- Failure by the customer, its employees, subcontractors, agents or other similar third parties to comply with:
 - any reasonable instructions issued by Redcentric or Purple;
 - any terms or restrictions of the Purple service including exceeding data storage or transfer limitations;
 - Failures which are beyond the reasonable control of Purple, including failure of social media platform providers where such platforms used to deliver Purple's services;
 - Schedule service downtime of the Purple platform.

4.3 Floor service level

The Floor Service Level applicable to the Wireless Guest Access, Analytics and Marketing Service in respect of Availability shall be 85% in any given month.

4.4 Service Credits

The Service Credits applicable to the Wireless Guest Access, Analytics and Marketing Service shall be calculated as follows:

Where availability is < 99.0% in the relevant Month, a Service Credit may be claimed according to the table below. For the avoidance of doubt, the maximum value of Service Credits in any Month shall be a sum equal to half the Charges which would have been payable in respect of the service in that Month, had Redcentric provided the Wireless Guest Access, Analytics and Marketing Service in accordance with the applicable Service Levels.

In the following table: “≥” means “greater than or equal to” and “<” means “less than” “MS” means the Charge payable for the Wireless Guest Access, Analytics and Marketing Service for the same month.

Service Availability	Service Credit
≥ 99.0%	None
< 99.0%	Percentage monthly unavailability *MS

5. Responsibilities and Accountabilities

5.1 High Level Redcentric Responsibilities

Redcentric is responsible for the following:

- Reselling the Purple Service to the customer as a Purple reseller
- Solution Design
- Deployment and set-up
- Support (in conjunction with Purple)

5.2 High Level Customer Responsibilities

The customer is responsible for all other aspects including:

- Providing Redcentric with the technical details required for the design, e.g., Wireless AP location, acceptable log-in options, details of any API integration requirements & content-filtering requirements etc.
- Set-up portal, landing-pages, branding & content-filtering etc.
- Configuring and accessing user data
- Undertaking analysis and marketing tasks
- Day-to-day end user support
- Reporting issues that impact many/all sites to Redcentric
- Legal and regulatory compliance, including in respect of use of any personal data provided by the Purple Service

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

Guest Wireless Access management platforms are multiply resilient across geographically diverse locations and thus disaster recovery is automatically built into the service.

7. Data Processing

7.1 Data Processing Scope

This section sets out the scope and certain details of the limited data processing that is carried out by Redcentric. Please refer to paragraph 2.6 for information about Purple's processing of data.

Redcentric Wireless Guest Access, Analytics and Marketing Service when used in-conjunction with wireless hardware delivers a guest Wi-Fi experience to end users and provides the customer specific details relating to end users.

The Wireless Guest Access, Analytics and Marketing Service involves storage of data relating to end users.

That data is stored by Purple as part of the Purple Service, and it is not stored or accessed by Redcentric.

7.2 Data Storage

Data pertaining to End users is captured, inspected, analysed, stored, and shared by Purple. End Users can access, view, and amend this data.

7.3 Data processing Decisions

The processing of data is instigated and managed by the customer. Redcentric Support can be asked by the customer to intervene in the event of an issue with the Wireless Guest Access, Analytics and Marketing 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

The Wireless Guest Access, Analytics and Marketing Core Service is delivered in conjunction with Purple.

No other parties are involved in delivering the Wireless Guest Access, Analytics and Marketing Service, and there are no sub-processors appointed by Redcentric.

7.5 Customer access to data

The customer is given access to the Wireless Guest Access, Analytics and Marketing Service portal, and has access to data stored on the platform including end user data.

7.6 Security arrangements and options

The Wireless Guest Access, Analytics and Marketing core is hosted at both Redcentric and third-party locations. All locations meet physical security standard ISO27002 section 11.1 or equivalent.

8. Exit Plan

Upon expiration of the Contract where the customer chooses not to renew with Redcentric, the steps set out in paragraph 2.7 will apply.

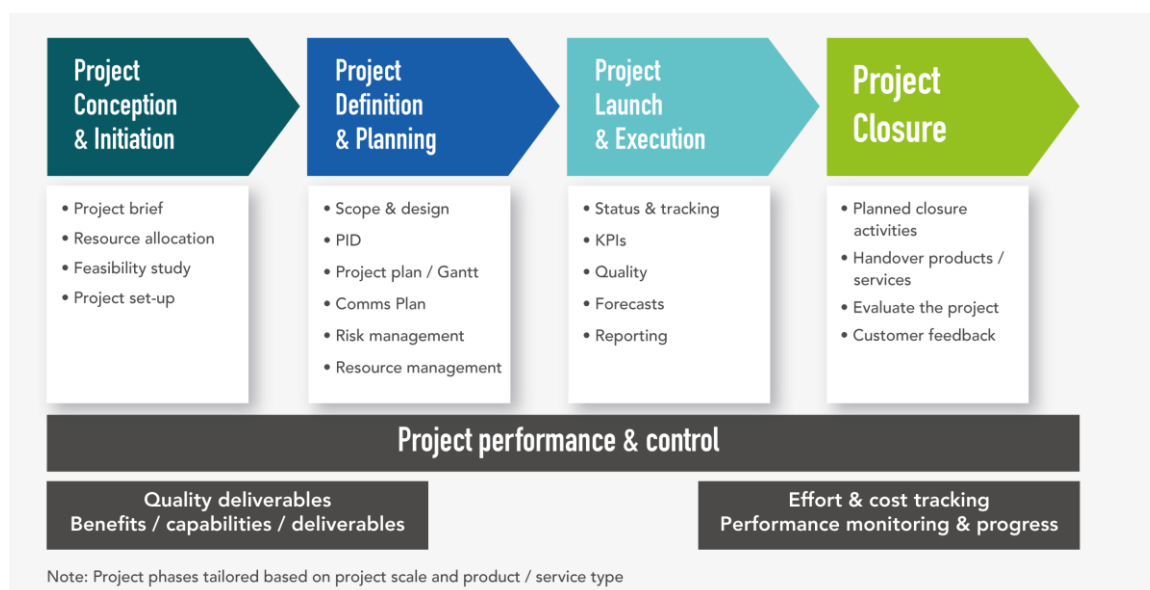
9. Project management

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

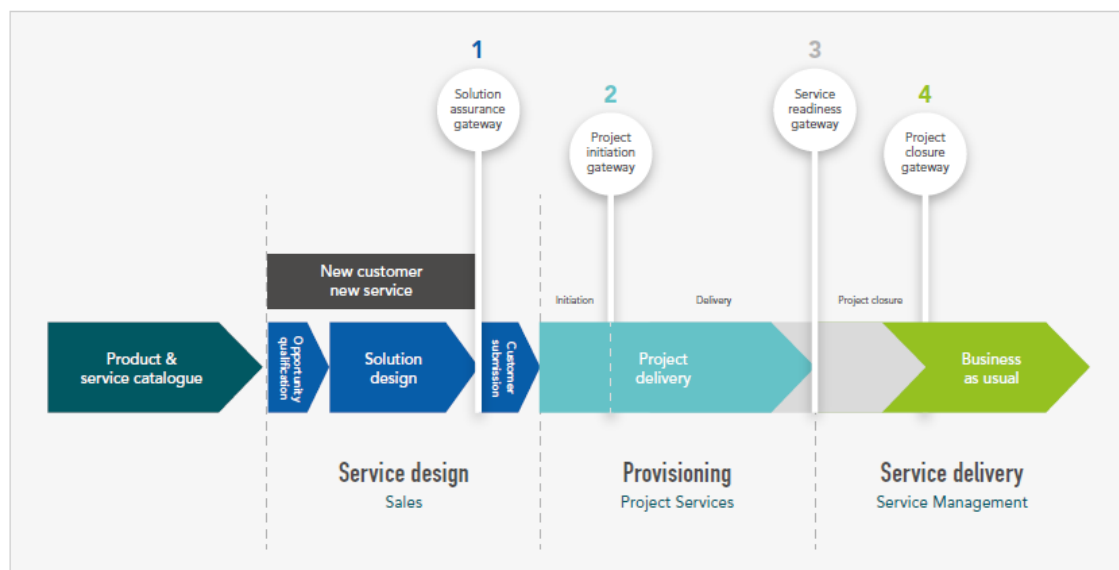
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

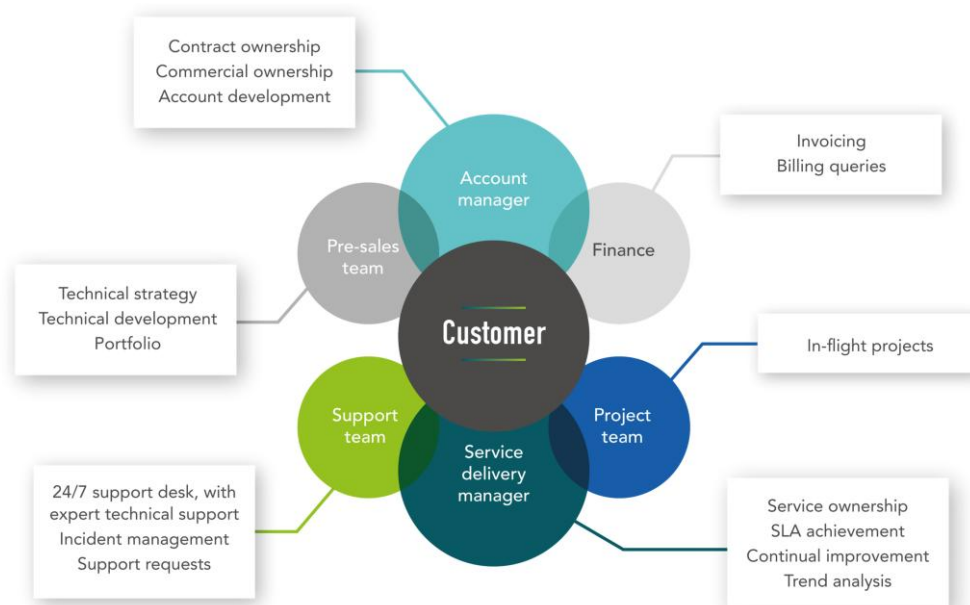
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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

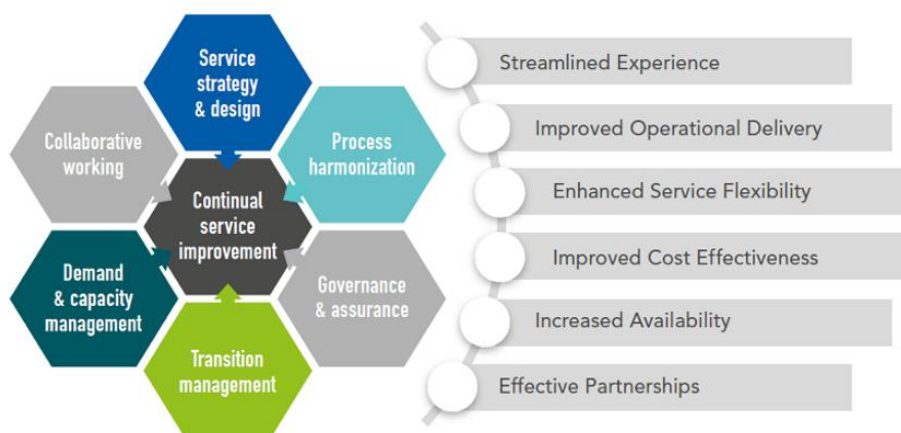
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from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



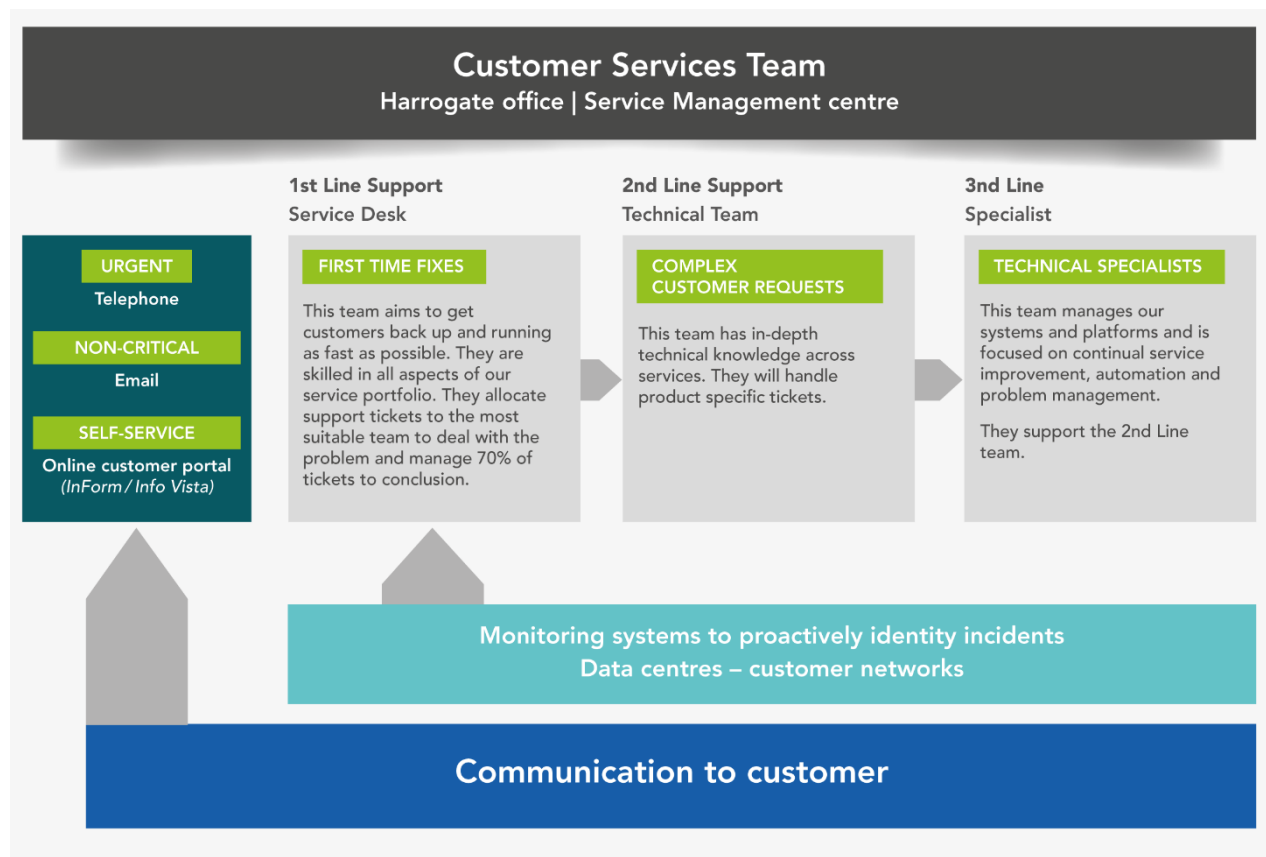
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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

AGILE • AVAILABLE • ASSURED

