Network as a Service

Service Definition

G Cloud 15

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

January 2026

redcentric

AGILE • AVAILABLE • ASSURED

Contents

1. Service Definition

Network as a Service is deployed over the Redcentric core network, which provides private, national IP connectivity and optionally to the internet via the Redcentric Internet Gateways.

Network as a Service provide an IP connection to the network in line with the relevant Compliance Framework. Customers may choose to complement the Network as a Service with a Redcentric Managed firewall service or other 'overlay' services in the Redcentric products portfolio. These may be overlaid on the same physical circuit using logical separation.

Outbound monitored and filtered Internet may be purchased as part of the Network as a Service, where the Customer requires outbound internet via the same physical or logical connection as the service.

Inbound and non-filtered / monitored outbound Internet may be purchased as a separate 'overlay' service. For inbound internet, see the Redcentric Internet service definition located at http://www.redcentricplc.com/service-definitions/

Customers will have the option to gain 'single circuit' access to the Redcentric portfolio of services, whereby a single circuit may be used with multiple overlay services maintaining logical separation.

1.1. Key Features

Straightforward infrastructure services

Redcentric takes responsibility for network design, as well as the supply and configuration of a terminating equipment on the customer site that acts as the demarcation for managed bandwidth services. Ongoing CPE configuration support and fault management are also included.

A secure, managed MPLS core network

You enjoy control, we manage the network.

Online service portal

This offers almost real-time access to statistical data and reporting information as well as access to the Redcentric Service Desk portal.

Statistics available to the customer include:

- Indicated Availability of the CPE router(s) delivering the Network as a Service.
- Traffic statistics over the Network as a Service connection, including bits per second, packets per second.
- Traffic within each QOS class, including bits per second, packets per second.

Multiple circuit options

Redcentric offers various circuit options that connect Customer sites to the managed MPLS core and Network as a Service. The various circuit types each have their own merits and can be considered for suitability according to several characteristics including cost, capacity, scalability, geographic availability, delivery timescales and so on. The details of each service option can be found in their respective Service Definitions, which are available separately and should be read in conjunction with this Service Definition.

Multiple Deployment Options

Network as a Service is typically deployed using two main models:

- Centralised deployment, where the Gateway Service terminates in one or more of the Redcentric data centres and can be shared with multiple private WAN connections delivered over the Redcentric WAN connectivity service and the Redcentric MPLS network
- WAN Deployment, where the Gateway Service terminates at the customer premises over a Redcentric WAN connection.

Example diagrams for the above deployment models can be found in Section 4 (Service Levels and Service Credits) of this Service Definition.

1.2 Key Benefits

Increased front-end focus

Network as a Service is a fully managed service that allow organisations to concentrate on their core activities.

Scalability and flexibility

We deliver connectivity so that organisations accessing or delivering services to end users can scale systems up or down easily on demand and enjoy the benefits of a pay-as-you-grow, save-if-you-shrink monthly charging model.

Access to value-adding service propositions

The service can be deployed with other overlay services offered by Redcentric on G-Cloud such as VoIP and data management to software as a service (SaaS), Infrastructure as a Service (IaaS) and unified communications applications.

1.3 Scope of Services

Network as a Service enables customers to take advantage of the new technology applications offered within the following government networks, all which Redcentric is a certified service provider:

- HSCN
- PSN
- MPLS
- Internet

Network as a Service offer reliable connections at a variety of speeds and technologies to deliver connectivity to Customers with different communication profile requirements.

Network as a Service offer customers the opportunity to take advantage of new approaches for ICT communication / collaboration and which are designed to help reduce overhead expenditure, facilitate data exchange, and enhance customers' experience.

Exclusions from the service.

- Managed IP-VPN Service does not currently support IPv6
- Traffic filtering is not supported
- No firewall features or functions are offered as part of Network as a Service. Redcentric offers, separately, a Managed Firewall Service. Please see the Redcentric G-Cloud Service Definition Managed Firewall Service.
- Network Address Translation (NAT) will not be supported without prior written agreement.

1.4 Technical Requirements

There are no detailed technical interface restrictions to provision Network as a Service other than sufficient client-side switch / router port capacity be required to terminate the service connections.

1.5 Connection Agreement

All organisations which require access into the HSCN network are required to sign up to the policy documents making up the HSCN Connection Agreement before Network as a Service can be provisioned.

Information regarding becoming approved to become HSCN Compliant is located at https://digital.nhs.uk/health-social-care-network.

1.6 Customer Premise Equipment

Customer Premises Equipment (CPE) refers to any device which is located on the customer site and is used to deliver a fully managed, converged IT & Communications solution for access.

CPE is provided as part of Network as a Service where the Network as a Service terminates on a customer site.

To ensure availability and quality of service, CPE is polled periodically so that Redcentric can automatically identify, and begin to address, any problems as they arise.

The CPE serves as the service demarcation point within the Network as a Service, and as such is designed to provide a straightforward means of delivering services to a single site. For sites with more than one circuit, it is standard practice to have a separate piece of CPE terminating each circuit – this ensures improved availability and provides on-going reassurance for customers, particularly those seeking to consolidate business continuity and disaster recovery plans.

The Redcentric CPE will be configured to identify various traffic types based on IP addresses, protocol numbers, customer DSCP packet markings and so on. The CPE will ‘classify’ each packet by marking, remarking, or trusting any existing customer markings as per the compliance requirements.

CPE specification is largely determined by the type of circuit(s) it will be used to terminate. More details can be found within the applicable access circuit Service Definitions.

1.7 Improved Resilience

Redcentric recommends the provision of multiple circuits to sites that require enhanced resilience and availability. The idea is that, should the ‘primary’ circuit fail, Customer data traffic will be routed over the back-up circuit instead. Most commonly, Redcentric uses a layer 3 routing protocol to automatically route traffic down the secondary link.

For most circuit combinations, an outage of up to five minutes may be experienced as the network detects failure and routes traffic via the alternative connection. For certain circuit combinations (currently only when both primary and back-up links are delivered using Enhanced Ethernet) this can be 30 seconds or lower. More details can be found within the applicable access circuit Service Definitions.

2. Service Options

2.1 Managed Firewall Service

A managed firewall ‘overlay’ service can be ordered with Network as a Service, if required.

Where a customer has no firewall, or wishes to outsource its firewall service to Redcentric, this option may be taken. Please see the Redcentric G Cloud Service Definition ‘Managed Firewall Service’.

3. Onboarding and Offboarding

3.1. Onboarding

Connection Code and Practice. The Connection Agreement and Practice for customers using Network as a Service to support access into the NHS HSCN has been designed to assist the implementation of NHS projects including data sharing and collaboration. Approval to connect to the HSCN is managed in its entirety by NHS Digital who ultimately approves the organisations connection to the HSCN. Please refer to NHS Digital's website for further information and how to become a HSCN Consumer.

3.2. Change Requests

Most change requests for the HSCN service are dependent on changes, approvals, or authorisation by individual NHS organisations and/or Redcentric. Redcentric target for undertaking change requests reflects these supplier commitments and is currently 10 working days.

3.3. Lead Times

The various circuit types referenced above each have different delivery lead times, typically ranging between 10 and 75 days depending on the availability of existing infrastructure.

On request, Redcentric will provide details of estimated delivery timescales.

3.4. Level of Customisation

Redcentric will configure the service based upon requirements set by the customer; elements of the service which can be customised include:

- IP addressing
- IP Quality of Service (QoS)
- Levels of resilience

3.5. Training

Network as a Service does not require any specific training.

3.6. Offboarding

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.

3.6.1. 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.

3.6.1.1. Removal of Customer Premises Equipment

"Customer Premise Equipment (CPE)" is defined in paragraph 1.6 of 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.

3.6.1.2. 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.

3.7. Implementation and Acceptance

Redcentric supports the process of migration from an existing HSCN/PSN service provider in addition to greenfield deployments.

During the installation of Network as a Service, Redcentric Project Services consultants will provision and install the hardware and software components of applicable services. There are several elements to the installation, which include:

- Connection Agreement
- Connection installation
- Installation, configuration and testing of the customer site and core devices
- Migration Support (as required)

Where appropriate, Redcentric will arrange, just prior to the final delivery of the connection circuit, a convenient time to install and configure the CPE. When the circuit has been delivered, the CPE installed and the service tested, the customer is issued a Hand-over Certificate which marks the official commencement of the Service.

4. Associated Redcentric Services

The table below provides details of other compatible services with Network as a Service available from Redcentric via G-Cloud 15.

Service Name	Service Summary
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 LAN Switch Services	**Managed Local Area Network (LAN) Switch Services** provides an Ethernet LAN switch located on a customer site to provide connectivity between compatible, hard-wired Ethernet LAN devices. Typically, the switch would be the central connectivity point for PCs, Internet Protocol (IP) phones, servers, printers etc.
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.

5. Service Levels and Service Credits

5.1 Performance Measurement

Redcentric has deployed a performance monitoring solution, which provides a set of qualitative measurements which characterise the 'health' of the Network as a Service core service. These measurements help to identify network anomalies or emerging problems in the core. Network as a Service core quality parameters, average round trip time, average packet loss, and jitter (all detailed below) are continually measured between Pop's on the Redcentric core network.

Average Round Trip Time

The average Round Trip Time (RTT) is defined as two-way delay time of an IP packet and measures the delay / latency of a packet with the Redcentric Gateway service. The value is calculated daily and then aggregated into a Monthly Average.

Service Level: Network as a Service will perform with a maximum of 30ms two-way delay across the Network as a Service Core.

Average Packet Loss Rate

The Average Packet Loss Rate refers to the quality of the Network as a Service in terms of the packet loss rate. The Packet Loss Rate is defined as a proportion between the differences of transmitted and received IP packets to the total number of transmitted IP packets belonging to the same data stream. The value is calculated daily and then aggregated into a Monthly Average.

Service Level: Network as a Service will perform with a maximum of 0.5% packet loss.

Jitter

Jitter is defined as the deviation in, or displacement of, some aspect of the digital signal or the variance on the average round trip time. The value is calculated daily and then aggregated into a Monthly Average.

Service Level: Network as a Service will perform with a maximum of 30ms jitter and an average of <20ms jitter.

Availability

Availability Service Level calculations cover the service slice from the Network as a Service point of connection (PoC) to the Ethernet port presented to the customer.

The Availability Service Level is calculated as follows:

- Availability % = ((Total – To) / Total) x 100
- To = the total duration (in minutes) of all outages
- Total = the total minutes in the Customer's contracted service = Minutes within a monthly period.

The Service Levels are set out in the table below.

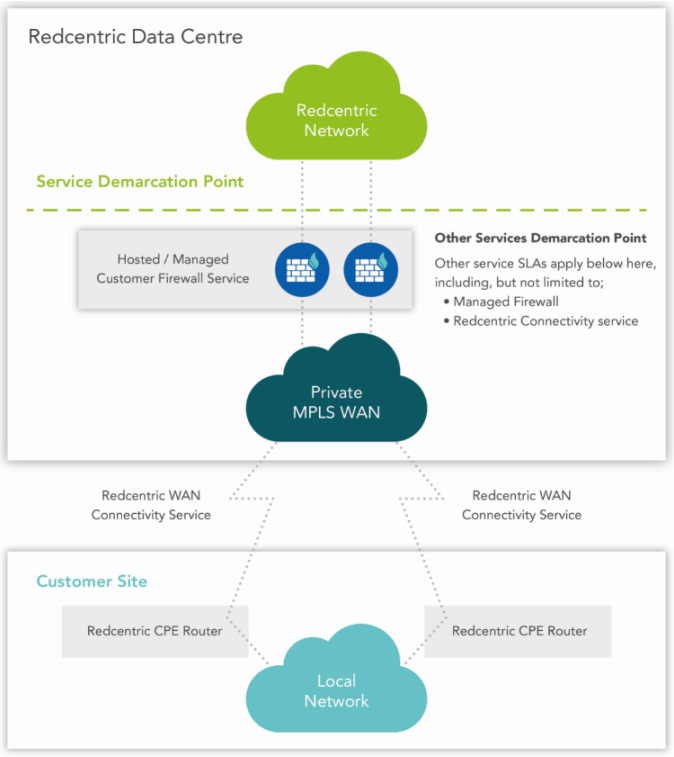
Service	SLA Type	Service Level
Network as a Service Consumer Connection (non-Redundant) EAD Fibre Delivery (Not FTTC, FTTP or GEA)	Monthly Availability	99.95%

Service	SLA Type	Service Level
Network as a Service Consumer Connection (Redundant) Primary Circuit EAD Fibre Delivery (not FTTC, FTTP or GEA) with Fibre or DSL / FTTC / GEA Backup	Monthly Availability	99.99%
Primary Circuit EFM, FTTC, FTTP, GEA + Broadband DSL Backup (Redundant)	Monthly Availability	99.5%
Broadband (DSL) Primary with Enhanced Care (Non-Redundant)	Monthly Availability	99.5%
Broadband (DSL) Primary without enhanced care (non-redundant)	Monthly Availability	99.0%
Broadband (DSL) Primary with enhanced care with Cellular Backup (Redundant)	Monthly Availability	99.5%
Broadband (DSL) Primary without enhanced care with Cellular Backup (Redundant)	Monthly Availability	99.0%
Broadband Cellular Primary (Rapid Deployment Only)	Monthly	No Service Level
Outbound Internet Connectivity	Monthly Availability	99.9% or access circuit Service Level if lower

Note that the Service Levels above are linked to Network as a Service demarcation point.

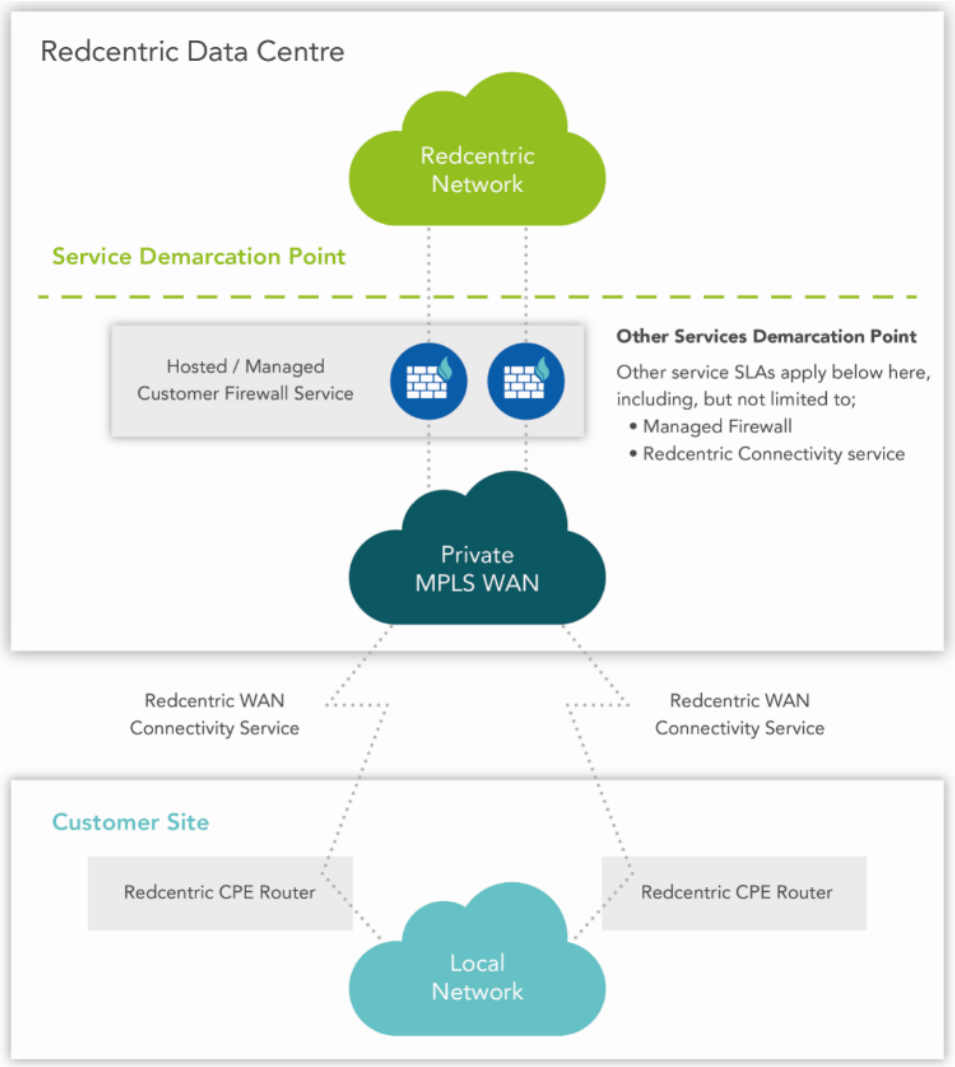
For further information the diagrams in the following sections describe the service demarcation point for the two main deployment models:

Centralised Deployment Model:



Where a customer purchases a centralised Network as a Service which terminates within one or more of the Redcentric Data Centers and combines that with other Services, such as a centralised Managed Firewall and a private MPLS WAN using a Redcentric WAN connectivity service, then the WAN connectivity service, Service Levels will apply to the private WAN and not the HSCN Service Levels as per the diagram above.

WAN Deployment Model:



Where a customer takes Network as a Service overlaid over a connectivity service such as Ethernet WAN, the Service Levels detailed above will override the underlying Ethernet WAN Service Levels.

5.2 Exclusions from Availability

In calculating Availability, in addition to the exclusions, the failure of any third-party services that are not under the control of Redcentric or its subcontractors, including the network or any part of it, shall be excluded.

5.3 Severity Definitions

The following table defines examples of the priorities to be used by the customer and Redcentric when logging calls. Redcentric shall respond to all requests for support in accordance with the table below.

Priority 5 (Informational)	Typical Event
Classification: • Monitoring an open Incident. • Change Request • Call Logging: 24hr x 7-day x 365 days • Response: 24 hours • Update Time: N/A • Fix Time: N/A	An Incident which, in the reasonable opinion of the customer has the potential to have a very minor adverse impact on the provision of the Services to the customer, or a change request. ***Non-exhaustive example:*** • Information available to customers is cosmetically incorrect. • customer requires a new static route adding

Priority 4 (Low)	Typical Event
Classification: An Incident which, in the reasonable opinion of the customer has the potential to have a minor adverse impact on the provision of the Services to the customer. • Call Logging: 24hr x 7-day x 365 days • Response: 24 hours • Update Time: N/A • Fix Time: N/A	***Non-exhaustive example:*** • Information available the customer is incorrect but will only cause a minor adverse impact.

Priority 3 (Medium)	Typical Event
Classification: An Incident which, in the reasonable opinion of the Customer has the potential to: (a) have a major adverse impact on the activities of the customer which can be reduced to a moderate adverse impact due to the availability of a workaround acceptable to the customer; or (b) have a moderate adverse impact on the activities of the customer; or (c) constitute a non-serious / non-critical security risk. • Call Logging: 24hr x 7-day x 365(6) days • Response: 4 hours • Update Time: 24 Hours • Fix Time: N/A	***Non-exhaustive example:*** • Reporting capability is not available or is inaccurate.

Priority 2 (high)	Typical Event
Classification: An Incident which, in the reasonable opinion of the customer has the potential to: (a) have a major (but not critical) adverse impact on the activities of the Customer and no workaround acceptable to the Customer is available; or (b) cause a financial loss and/or disruption to the customer which is more than trivial but less severe than the significant financial loss described in the definition of a Severity 1 Incident: or (c) constitute a serious but non-critical security risk. • Major Incidents. • Call Logging: 24hr x 7-day x 365 (6) • Response: 20 minutes • Update: 90 minutes • Fix time: 8 hours	***Non-exhaustive examples:*** • Loss of all resilience for the Consumer • Loss of all resilience between CN-SP and the Internet • Loss of all resilience between a CN-SP and the Peering Exchange Network Provider • Service Level Thresholds are at risk of not being achieved.

Priority 1 (Critical)	Typical Event
Classification: An Incident which, in the reasonable opinion of the customer; (a) constitutes a loss of the Service which prevents any traffic from routing correctly; or (b) has a critical impact on the activities of the Customer; or (c) causes significant financial loss and/or disruption to the Customer; or (d) constitutes a critical security risk. • Major Incidents. • Call Logging: 24hr x 7-day x 365(6) • Response: 20 minutes - 24x7x365(6) • Update: 60 minutes • Fix time: 5 Hours	***Non-exhaustive examples:*** • Loss of interconnect between a CN-SP and the internet that results in a loss of connectivity for one or more HSCN Consumers • Loss of interconnect between a CN-SP and a Peering Exchange Network Provider that results in a loss of connectivity for one or more HSCN Consumers • Any HSCN Consumer service that is isolated from a CN-SP network • Service Failure Thresholds are at risk of not being achieved.

5.4 Floor Service Levels

There are no Floor Service Levels applicable to Network as a Service.

Where a customer takes a Network as a Service overlaid over a connectivity service such as Ethernet WAN, the Floor Service Levels applicable to that connectivity Service will apply to that Connectivity Service.

5.5 Service Credits

The Service Credits are calculated by reference to the Charges for the Service affected and are based on a Monthly measurement period and paid in accordance with the terms of the MSA.

In the following table:

"Service Availability" is to the achieved level of Availability of the relevant element of the Network as a Service for the relevant Month;

"Service Credit" is the Service Credit payable in respect of that element of the Network as a Service in that Month according to the level of Service Availability achieved in that Month; and

"MS" is the amount of the total Charges payable in respect of the Network as a Service for the relevant Month.

Connection Type	Service Availability	Service Credit
Non-Redundant (Fibre Primary)	>= 99.95% >= 99.8% but < 99.95% >= 99.0% but < 99.8% < 99.0%	No Credit 5% of MS 15% of MS 20% of MS
Redundant (Fibre Primary)	>= 99.99% >= 99.95% but <99.8% >= 99.0% but <99.8% < 99.0%	No Credit 5% of MS 15% of MS 20% of MS
Primary Circuit EFM, FTTC, FTTP, GEA + Broadband DSL Backup (Redundant)	>= 99.5 >= 99.0 but <99.5 >= 97.0 but <99.0 < 97.0	No Credit 5% of MS 15% of MS 20% of MS
Broadband (DSL) Primary with enhanced care with Cellular Backup (Redundant)	>= 99.5 >= 99.0 but <99.5 >= 97.0 but <99.0 < 97.0	No Credit 5% of MS 15% of MS 20% of MS
Broadband (DSL) Primary without enhanced care with Cellular Backup (Redundant)	>= 99.0 >= 98.0 but <99.0 >= 96.0 but <98.0 < 96.0	No Credit 5% of MS 15% of MS 20% of MS
Broadband (DSL) Primary with enhanced care (non-Redundant)	>= 99.5 >= 99.0 but <99.5 >= 97.0 but <99.0 < 97.0	No Credit 5% of MS 15% of MS 20% of MS
Broadband (DSL) Primary without enhanced care (non- Redundant)	>= 99.0 >= 98.0 but <99.0 >= 96.0 but <98.0 < 96.0	No Credit 5% of MS 15% of MS 20% of MS

6. Responsibilities and Accountabilities

6.1 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 service 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

6.2 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/downlink 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, unless a Redcentric managed LAN service is taken
- 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, including any site surveys by 3rd party circuit supplier engineers
- Completion of any required site risk assessment information prior to engineer site visits

7. Business Continuity and Disaster Recovery

7.1 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.

7.2 Disaster Recovery

We recommend that customers take a pragmatic approach to the deployment of access services in any location and recommend that customers consider taking appropriate backup circuits of the same or different bandwidths, of the same or different technologies (e.g. Ethernet and broadband services) or guaranteed diversely routed backup circuits to ensure the continued connectivity of any individual site. The appropriateness of any access circuit resiliency or indeed, the supply of a non-resilient service, including service costs, potential downtime risk or non-serviceability of the site during outages, should be considered as part of an overall resiliency strategy.

Resiliency, where used, is designed in such a way as to offer automated failover and failback in the event of service interruption on any one single access service. Where resiliency is employed, we offer enhanced SLAs for site availability.

8. Data

8.1 Data Processing Scope

- Network as a Service delivers the transport of IP packets between locations.
- Network as a Service does not involve any storage or backing up of data.

8.2 Data Storage and Encryption

- Redcentric does not encrypt IP-VPN inter-site traffic, nor traffic destined for external networks.
- Redcentric does not capture, inspect, analyse, store, or share the customer's traffic/data except as described in the next paragraph.
- Under certain circumstances, when managing a support ticket, Redcentric may capture, inspect, analyse and/or store a small sample of the customer's traffic to enable the investigation and diagnosis of a very specific problem, e.g. to help resolve a problem relating to IP packet corruption. Such diagnosis would involve the examination of a small sample of IP packets only.

8.3 Data Processing Decisions

- Redcentric does not make any data processing decisions in relation to Network as a Service. Any processing of data over customer systems when using Network as a Service for transit is instigated, configured, and managed by the customer, including any decision to use encryption.
- Redcentric support service can be asked by the customer to intervene in the event of an issue with the 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.

8.4 Sub-processors

- Network as a Service supports the connectivity needs of the customer to third parties. Products and services of third parties are contracted to the customer, and not to Redcentric unless stated to the contrary in an Order.
- Redcentric network over which elements of the service is delivered uses third party carriers (such as BT and Virgin) to provide connectivity. These third parties are conduits only for data and are not involved in the processing or storing of data transmitted over the service.
- No other parties are involved in delivering the Network as a Service, and there are no sub-processors appointed by Redcentric.
- HSCN is a data processor in respect of the HSCN platform, including the Advanced Network Monitoring element of HSCN. HSCN is not a sub processor of Redcentric. Please see Part B of the HSCN Connection Agreement for the relevant Data Protection and Data Processing terms in relation to HSCN.

8.5 Customer Access to Data

- The customer controls its own platforms which use Network as a Service to carry data, and the customer therefore has full access to its own data.
- Redcentric optional Traffic Analyser service is designed to provide a customer with insight as to the various types of traffic flowing throughout their IP-VPN; e.g. identify the mix of email, web, and voice etc. Customer Premises Equipment (CPE) is configured to send a summary of sampled IP packets to software which collects, analyses, and displays this information. Specific contents of the IP packets are not analysed; i.e. the system identifies the levels of email traffic between locations, but it does not inspect or identify the contents of the emails. Both the customer and Redcentric staff have access to this information which can be used for reporting

and capacity planning, for example. Redcentric does not further inspect, analyse, or share this fully anonymised information.

8.6 Security Arrangements and Options

Network as a Service uses the Redcentric national core network which is hosted and provisioned at both Redcentric and third-party locations. All locations meet physical security standard ISO27002 section 11.1 or equivalent.

9. Exit Plan

Upon expiration of the Contract where the customer chooses not to renew with Redcentric, the steps set out in paragraph 3.6 will apply.

10. 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 are able to 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

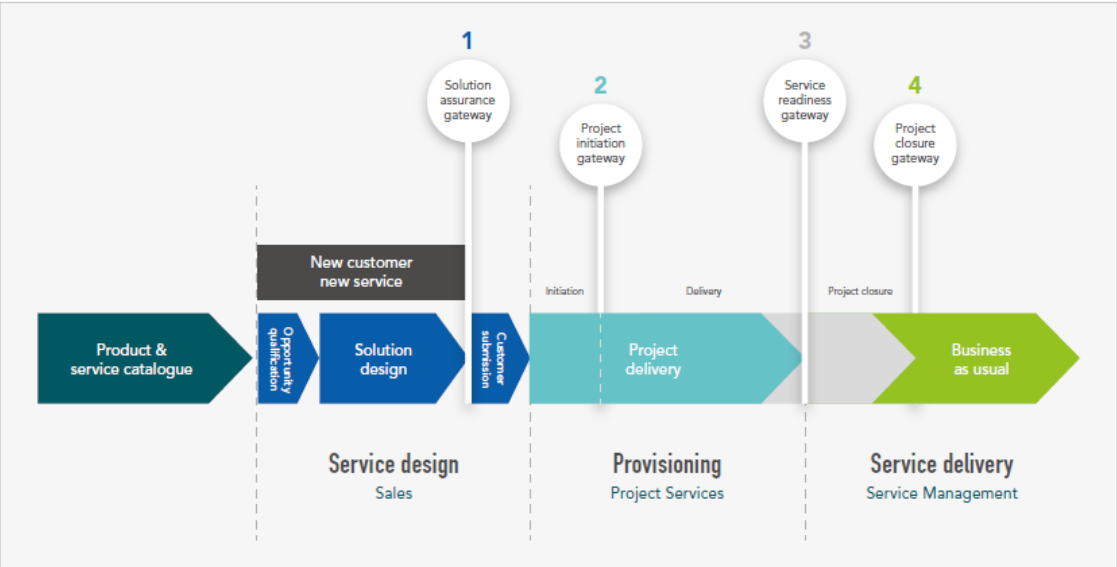
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

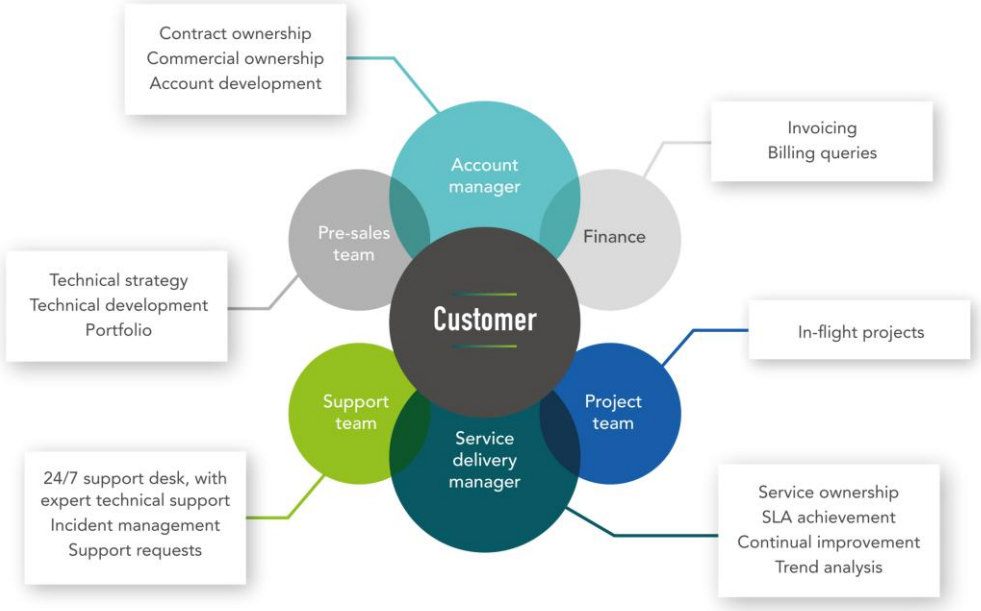
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



With 30 years of track record of delivering projects, Redcentric 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.

11. 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.

12. 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.

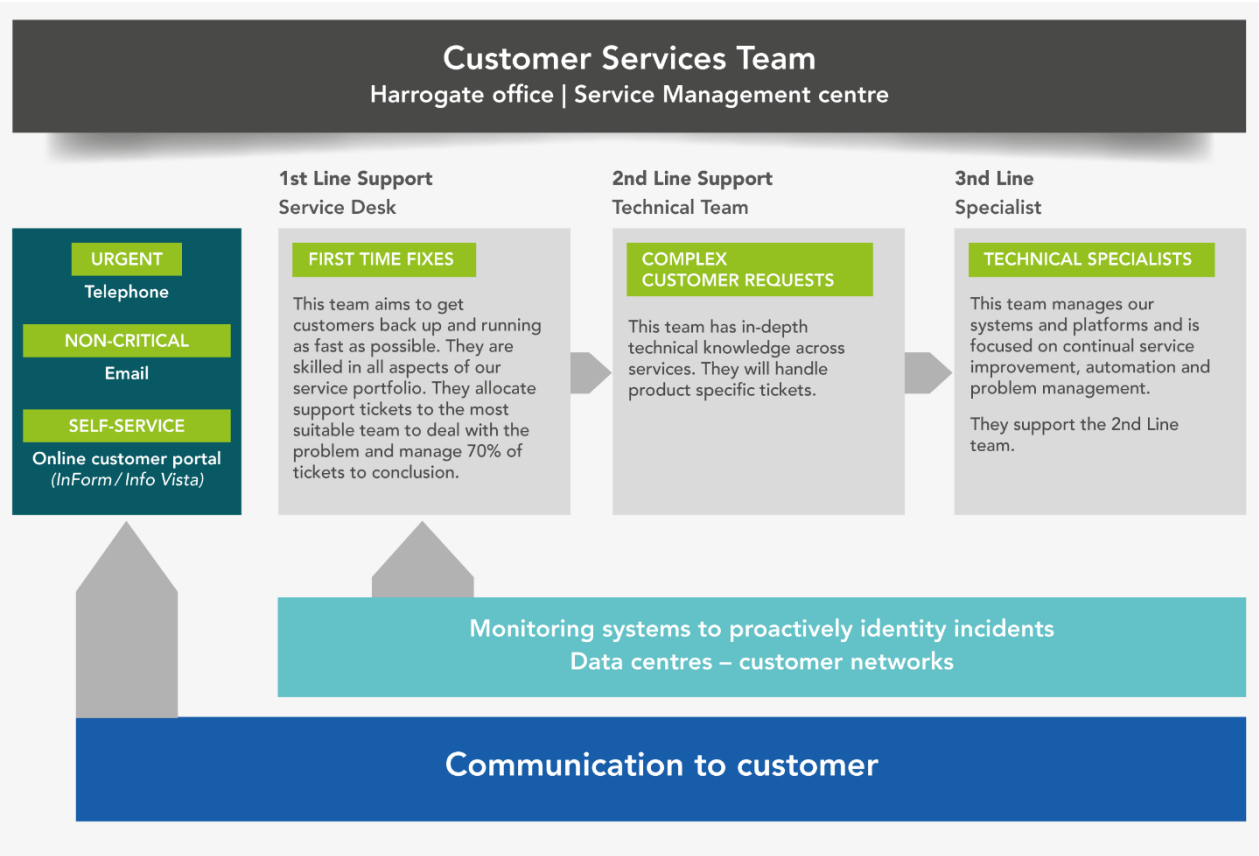
13. Support Services

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.

14. 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.

15. 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.

16. 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.

17. 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

ISO 9001 Quality Management
ISO 14001 Environmental Management
ISO/IEC 20000-1 Information Technology Service Management
ISO 22301 Business Continuity Management
ISO/IEC 27001 Information Security Management