Managed Public Cloud AWS

Service Definition

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Lot 3 – Cloud Support

January 2026

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1. Service Overview

In today's business landscape, it's essential to have a strong cloud infrastructure to stay competitive. However, adopting cloud infrastructure and modernising it can be a daunting task, that requires technical expertise and a significant investment of time and resources. Many businesses are looking for a way to leverage the power of public cloud without incurring these challenges and expenses. This is where Redcentric empowers customers to mitigate these challenges and accelerate adoption. By partnering with Redcentric, businesses can focus on their core business objectives while not having to focus on the technical aspects of cloud management. This is especially important for businesses that require a flexible, evolving set of services to manage their transition to the cloud. Which is why at Redcentric, we believe in forming true partnerships with our customers; establishing long term relationships which allow us to deliver maximum value through a deep understanding of our customers' businesses to achieve maximum success.

We're a global technology company focused on consulting, implementation, and managed services and we specialise on accelerating time to value throughout every phase of your cloud journey getting you to the cloud fast, allowing you to see results quickly. We aim to gain a deep understanding of your challenges so that we can fully apply our expertise in processes, applications, data, security, multi-cloud, and hybrid cloud to help meet your business goals.

An Extension of your Team

Redcentric Adaptive Cloud Engineering (ACE) team develop and deliver modern cloud solutions that provide a wide range of support and management options which are designed to allow your engineers to be focused on your core business objectives, thereby maximising your agility and efficiencies, while keeping costs to a minimum.

Redcentric ACE provides access to cloud expertise through a process of agile based, ongoing sprints to continually remediate, modernise, evolve, and improve your environment.

A True Partnership

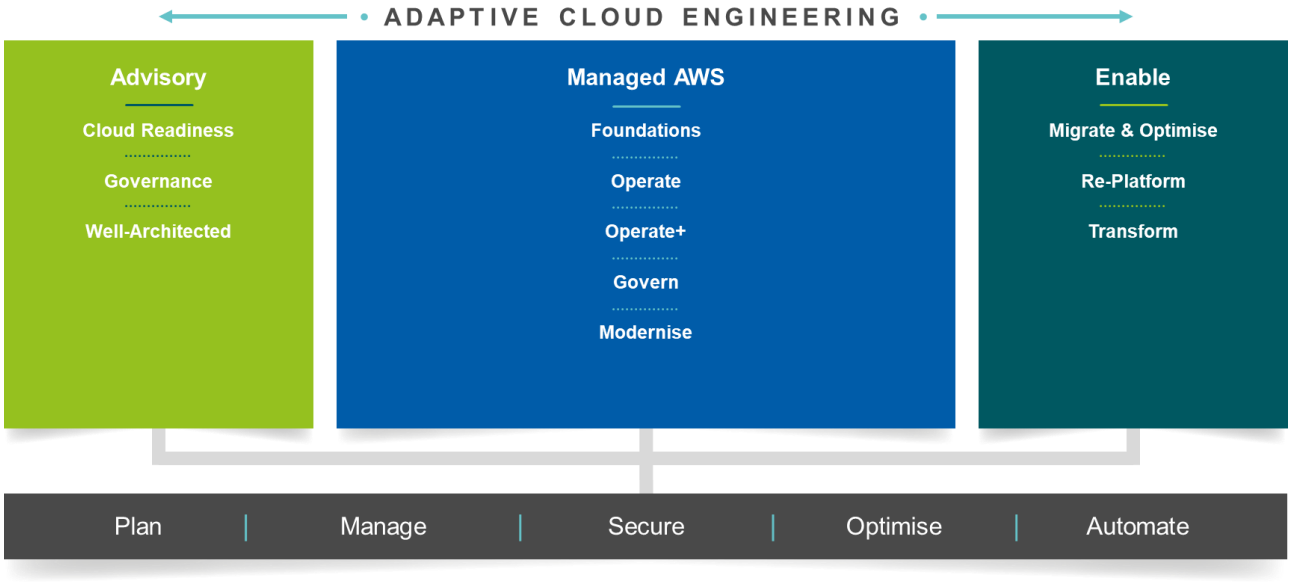
Our flexible, collaborative approach to professional services allows you to dynamically change scope and priorities based on business needs while collaborating side-by-side with our highly skilled Redcentric ACE cloud experts to build, migrate, optimize, and transform your environments.

Leveraging the world's leading public cloud services, we can simplify migrations, safeguard security, ensure quality of delivery, and guarantee the requisite degree of responsive support and focused advice.

Redcentric wide portfolio of Hybrid Cloud Services provides solutions across multiple public cloud vendors, our own shared cloud, private cloud, managed network, and other technology focused services which ensures we deliver value to you, for all your technology-based requirements and help drive better outcomes for your business.

Amazon Web Services

Our AWS Services help address the challenges that businesses face when running technology workloads within any AWS; our cloud-specific services provide support for the implementation and operation of AWS environments. Each AWS service can be consumed independently to ensure we can support your business through any changes and align to your business needs and budget appropriately, with all services shown here:



1.1 Our Approach

Redcentric have been working with AWS for over 10 years, over which time we have gained extensive experience and knowledge which we utilise, along with the Well Architected and Cloud Adoption Frameworks, to ensure every AWA environment we design, and build is aligned to best practice. Onboarding of existing AWS environments require a discovery be performed to assess how they align to our standards, any deviations found are outlined for remediation work to be carried out.

Landing Zone Considerations

- ✓ Operating Model Alignment
- ✓ Baseline Reference Architecture
- ✓ Hub & Spoke or Mesh
- ✓ Naming Conventions
- ✓ Compliance Requirements
- ✓ Security Requirements
- ✓ Monitoring Requirements
- ✓ Retention Policies
- ✓ DR, HA & Risk Mitigation
- ✓ RACI Matrix
- ✓ Deployment Timeline
- ✓ Long Term Objectives

Managed, Co-Managed or Unmanaged

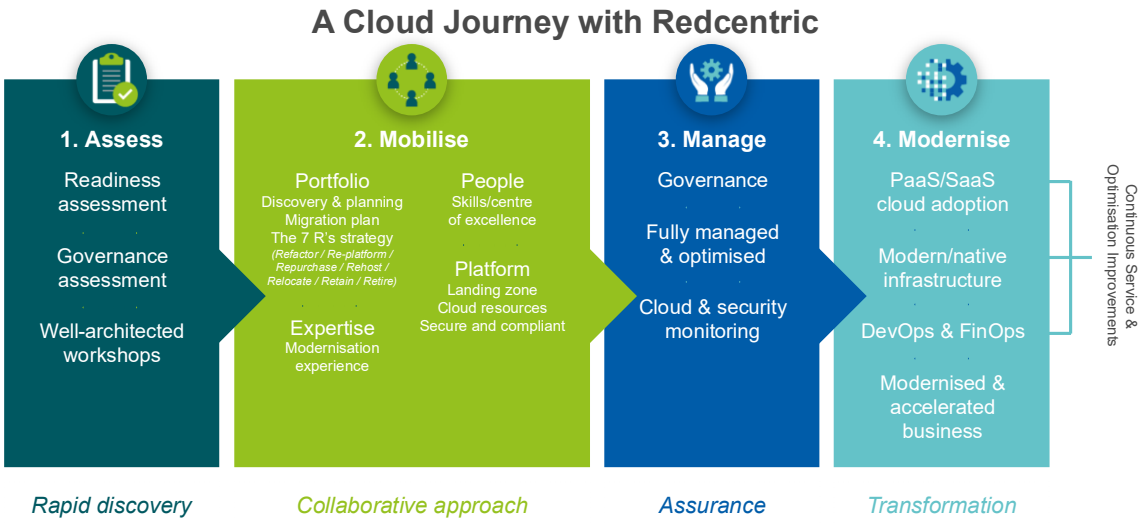
*Foundations is considered Unmanaged

In situations where the customer chooses to co-manage resources, any resources not created or altered by Redcentric will need to be onboarded before Redcentric considers them managed.

1.2 Public Cloud is a Journey, not a Destination

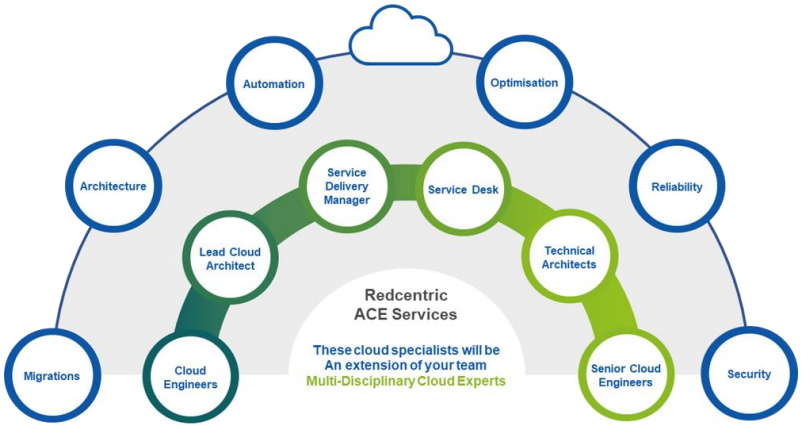
As organisations increasingly use the cloud to store and manage their data, it is important for decision makers to remember one key point: The cloud is not a destination. It is a journey, and it is one that plays an essential role in enabling digital transformation for any organization.

For Redcentric, the cloud is not simply where your organization goes with its data and applications; it's the experience required to optimise the use of your apps and data, no matter where they reside.



1.3 The Redcentric ACE team

Redcentric ACE Support for AWS functions as extension or in place of the customer's internal team, providing specialized resources to deliver ongoing service and support for a customer's business. Redcentric provides customers with AWS-certified solutions architects and engineers who are ready to deliver always-on support and expertise to our customers, 24x7x365.



1.3.1 AWS certified Service Desk

The Redcentric Service Desk are a group of cloud-specific and certified hands-on engineers that support many different cloud infrastructures, providing wide-ranging troubleshooting and support to help ensure the customer cloud environments have maximum uptime, then escalating within Redcentric ACE teams or AWS in the unlikely even we are unable to resolve the issue.

1.3.2 AWS certified Engineers and Architects

The Service Desk team is backed by a team of AWS-certified ACE engineers and architects, responsible for monitoring and operational support for AWS accounts covered by the Managed Services offering.

1.3.3 Account Manager

Customers will be assigned an Account Manager to help guide them through the Redcentric support process and oversee the day-to-day management of accounts, including service, change and incident management.

1.3.4 Service Delivery Manager

Service Delivery Managers handle the Service Reviews, which are included automatically depending on AWS environment size. This provides customers an opportunity for regular governance sessions of your environment's performance, and to review operational information such as the status of backups, patching and antivirus.

The review may include items such as:

- Support tickets.
- Monitoring alerts.
- Upcoming change or maintenance events.
- Product roadmap updates.

1.3.5 Onboarding Manager

When purchasing a Redcentric ACE Managed Service, the onboarding manager is the personal contact for assistance with the Redcentric onboarding process. As a dedicated guide, an onboarding manager will work with key stakeholders to coordinate the resources and project management associated with the deployment of a customer's AWS environment.

2. AWS Managed Service

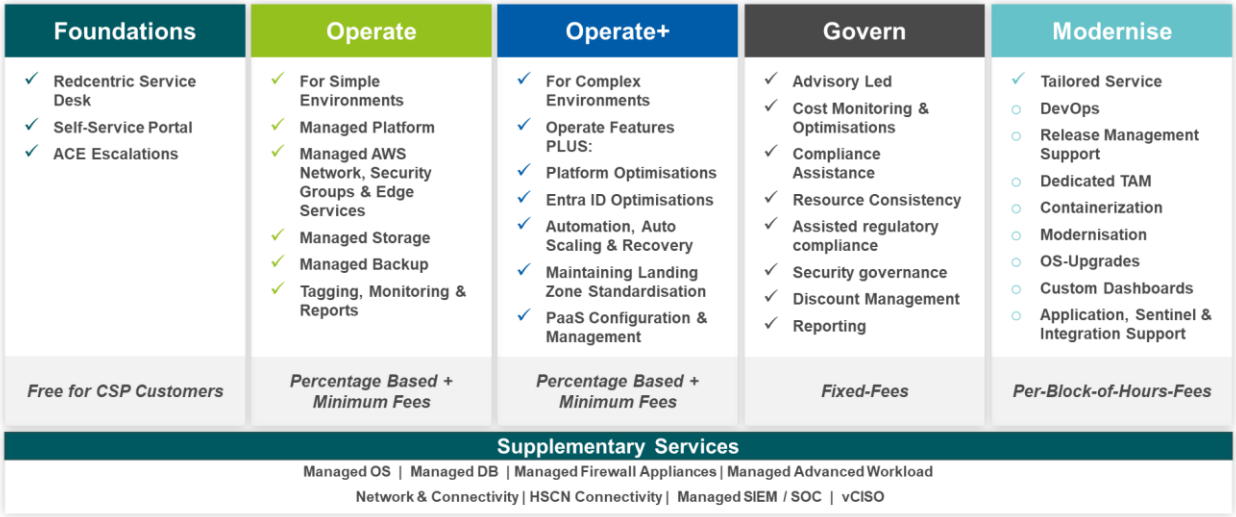
2.1 Overview

Whether you're looking to spur innovation and agility with AWS cloud, lower costs or build operational efficiencies, the Redcentric offerings below delivered by our ACE teams can help guarantee success AWS or across multiple platforms if you use Multi or Hybrid-Cloud.

Our ACE AWS certified cloud experts put cutting-edge capabilities to work for your business. We apply deep expertise in cloud strategy, cloud-native development, containers, application modernization, and workload management to help you accelerate innovation with AWS.

As you pursue this evolution, you need more than just support. You need help understanding how to scale your IT organization in an agile world, how to transform your environment and how to streamline your operating models. This is why many organizations need more than the traditional managed services models, which is constrained to fit the boundaries of the past.

This is why we've packaged the complexities of the cloud journey into 5 independent managed offerings to support a customer at every stage of their journey, while achieving the best of both worlds with a cost-efficient standardised approach and the flexibility needed in the cloud, as depicted here:



2.2. Service Geographic Availability

At this time, Redcentric customers can deploy resources to all AWS regions existing along with Redcentric Managed Services as of the publication date of this document. Foundations is only available for sale in the United Kingdom and Europe, though customers can still deploy resources to all other AWS regions. This excludes some of the AWS Regions (e.g., GovCloud). Some AWS regions are available only to customers with specific billing addresses in that region. Contact Redcentric if you have questions about a specific region.

2.3. Redcentric CSP benefits

AWS Cloud Solution Providers (CSPs) like Redcentric offer several benefits that make them the ideal partner for businesses looking to leverage cloud infrastructure. Unlike purchasing directly from AWS, CSPs provide a more personalized and tailored service that is based on the specific needs of individual customers. This includes customized pricing and support plans that are designed to meet the unique demands of each business.

Moreover, CSPs offer a single point of contact for all AWS services, which makes it easier for customers to manage their cloud services. CSPs also provide additional services and support beyond what is available through AWS, such as migration assistance, security assessments, governance services, and ongoing monitoring and management. These services can help businesses optimize their cloud infrastructure and ensure that they are getting the most out of their investment in AWS.

Additionally, partnering with a CSP provides a more flexible billing model that allows customers to pay monthly for only the services they use, rather than committing to an annual contract. This can help businesses manage their costs more effectively and avoid unexpected expenses.

Overall, working with a CSP like Redcentric can provide businesses with a more streamlined and efficient experience when adopting cloud infrastructure. Through personalized support, a single point of contact, additional services, and flexible billing options, CSPs can help businesses optimize their cloud infrastructure and achieve their business goals.

2.4. Service Offerings & Benefits

AWS – Foundations

A customer's cloud modernisation journey typically starts here, with Redcentric Public Cloud (AWS) Foundations. Foundations is suitable for all AWS use cases, can be unmanaged, co-managed, or fully managed, and gives customers prioritised access to Redcentric project-based Adaptive Cloud Engineering teams:

- Provisioning Advice
- 24/7 Service Desk
- Self-Service Portals
- Escalated AWS Support

AWS – Operate

Operate empowers customers to focus on their business objectives instead of the day-to-day. It comes in two tiers, Operate provides baseline tooling, monitoring, and access to ACE certified cloud specialists for day-to-day operational support and management. Operate takes the everyday platform complexities from an IT team, to deliver standardised operations and incident response to ensure that the customer’s AWS environment is:

- Getting Operational Excellence
- Securely Connected
- Monitored Platform

AWS – Operate+

Operate+ builds on Operate, adding optimisation capabilities to improve performance, automation, efficiency, and reliability with industry-leading tooling. Operate+ is best paired with the Govern service to ensure customers achieve the highest level of success with their investment to ensure that the customer’s AWS environment is:

- Well-Architected
- Optimised & Efficient
- Resilient
- Organised & Standardised

AWS – Govern

Govern is a consultancy-led offering with fixed fees to support the planning, compliance, budgeting, deployment, operation, and success of an AWS environment. We provide an integrated audit and consulting approach for reviewing and advising organisations on their usage of the AWS platform to ensure that the customer's AWS environment has:

- Budget Controls & is Cost Optimised
- Policy Management
- Compliance Remediation Assistance
- Compliant Infrastructure

AWS – Modernise

Modernise is not a whole service offering but an addon of customisable deliverables in the form of pre-purchased hours. This is the best way to accelerate your business's cloud journey to deliver complex cloud operations via Redcentric ACE experts. Whether you desire a deeper technical relationship to drive outcomes or need assistance handling your architecture's complexity, the ACE team can assist an organisation in finding the right solution to ensure an AWS environment is:

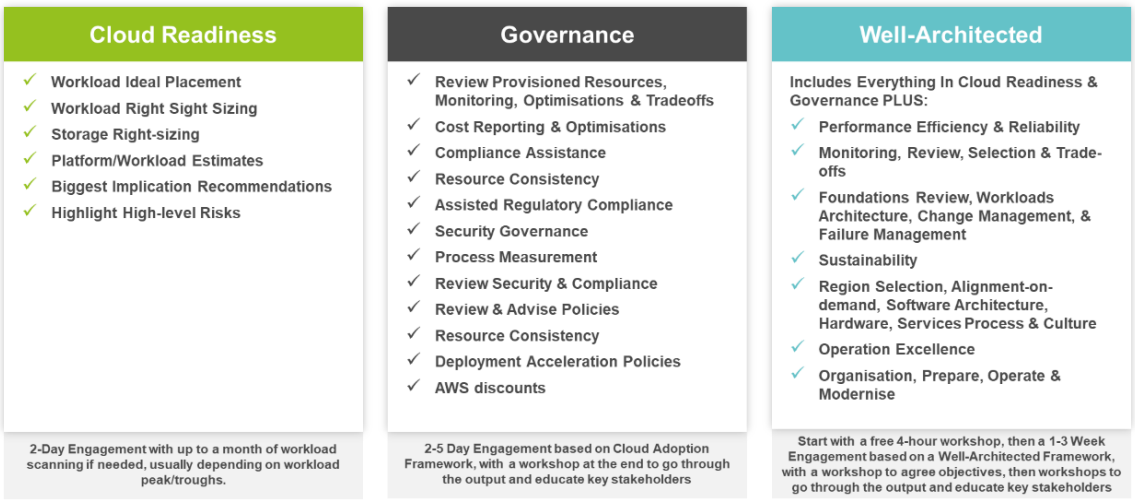
- Automated & Modernised
- Achieving the Lowest TCO
- Integrated with Customised Monitoring
- Supported for DevOps

2.5. AWS Advisory Services

For many businesses, the move to public or private cloud seems out of reach as they have neither the resources nor the expertise to define a successful cloud migration strategy. At Redcentric, our Consulting and Advisory Services team brings the world's best cloud experts together to help shape your business and deliver outcomes with a cloud solution built according to best-practice architecture design and processes.

We'll start with a thorough analysis to understand your needs and identify opportunities to help you excel. From assessment to ideation and true innovation, we work alongside your team, providing the guidelines, guardrails, and expertise you need to be successful.

Each advisory offering is based on industry-leading frameworks, extended with many years of Redcentric expertise to accelerate a customer's business objectives and success.



Cloud Readiness Assessment

For customers moving applications into the cloud, the Cloud Readiness Assessment's in-depth discovery and design service delivers a robust target architecture and adoption plan. This service is required when the environment exceeds 10 applications, 20 source machines, or five discreet workloads in scope. Redcentric solutions architects work with customers to define the scope or the project, or alternatively, the cost of this assessment can be deducted from any work, or services taken post completion.

Governance Assessment

One-off governance assessments help organisations to assess their current governance posture and identify future improvement needs to build or contribute to the governance roadmap. This service is consultancy led with a fixed price that can be offset by savings it brings. It will address security baselines, cost management, identity management, resource consistency, and deployment acceleration, in line with the policies recommended in AWS's Well Architected Framework.

Well-Architected Workshops

The AWS Well Architected Review by Redcentric helps take the guesswork out of making sure your existing solutions on AWS meet industry best practices for security, availability, and operational excellence.

The Well Architected Review starts with a free 4-hour workshop, which typically expands into a 1 to 3-week engagement depending on what is needed, this allows Redcentric ACE experts to quickly review a customer's environment to provide immediate guidance and create a list of opportunities for improvement. The engagement aligns with the 6 pillars of the AWS Well-Architected Framework (Cost Optimization, Operational Excellence, Performance Efficiency, Reliability, Sustainability and Security).

2.6. AWS Professional Services

Adaptive Cloud Engineering (ACE) Professional Services

Eliminate technical debt, fix flawed security, or bring disparate data together with our IT security professional services. When your technology environment is working for you, your company can focus on getting ahead rather than on what holds you back. Our experts design and build cloud solutions that move your business forward.

Using cloud-native approaches based on leading DevOps practices, we help you modernize your applications and data, build in the leading security solutions, and deploy everything on the right cloud infrastructure for maximum effectiveness. We've assembled a professional services team that brings you expertise for leading applications, data architectures and technologies, and security best practices – across every major cloud platform.

We make keeping up with rapidly changing cloud technologies our business, so you can get the most out of yours.

Technical additional services can be used for Transformative projects with fixed outcomes to specific T&M activities such as CI/DC Pipeline assistance which can carry additional monthly charges. In addition, set-up fees may also apply.

Build & Migrate Projects

Redcentric AWS Migration Services provides a comprehensive consulting package allowing customers to leverage a team of experts across Infrastructure, Database, DevOps, Networking and Security.

Migrating workloads & production services to AWS can be challenging & costly if poorly executed. Although it's relatively easy to undertake a "lift & shift" migration to AWS this rarely delivers on transformation and ROI requirements. Ensuring a best practice deployment & appropriate governance controls is often overlooked as part of migration planning.

Our services follow the successful deployment of a baseline AWS Organisations structure. We assess migration workloads and move a cloud-native operating model to ensure a maximum return of a migration to AWS. Our typical approach focuses on move groups aligned to an application/service line while optimising along the way for maximum success.

Re-Platform Projects

If you are looking for quick wins with a migration solution that gets your workload onto the cloud, with minimal code changes, consider re-platforming. This involves porting your application's components to a new runtime platform where your application's features and functions stay the same, and you can take advantage of the cloud's inherent cost savings and scalability, with minimal effort. Plus, you can continue to derive value from your legacy solution.

Transformative Modernisation

Our AWS Modernisation Consulting package is for customers who wish to modernise an application using AWS native services without making a wholesale redevelopment to the application.

Migrating & modernising applications to leverage AWS native services requires several different skills & extensive experience. Understanding how to create best practice approaches & solutions for handling micro-services & replacing legacy components with AWS services will require the experience of a partner who has been through the process before & works closely with AWS to apply best practices.

3. Flexible ACE Migrations

Wherever you are in your cloud journey, whatever business outcomes you would like to solve, whichever workloads you would like to migrate, we'll meet you there and simplify and manage your path forward with our end-to-end cloud services.

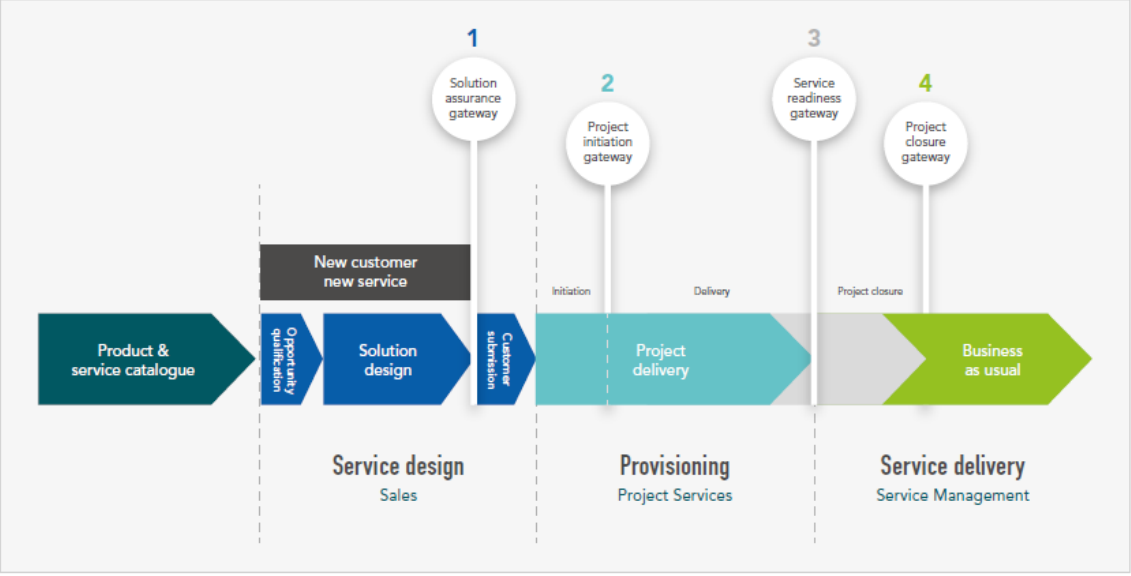
Working alongside your team, we'll help you understand your options, identify, develop and deploy solutions that help you achieve smarter business outcomes, then migrate and manage your AWS cloud solutions so that you can focus on innovation and modernisation.

To launch AWS services successfully, service design, onboarding and transition will be required to prepare and test both the environment and the managed services processes. The Redcentric ACE team will undertake several workshops to discuss and confirm each element of the service, to ensure all parties are aware of roles and responsibilities in advance of service launch.

Service transition and onboarding covers areas such as ticket management setup, platform readiness with knowledge share, and finalising all ITIL practices. A test and acceptance criteria are captured and signed off, to allow for the AWS service to commence.

After service launch, Redcentric uses a formal service transition framework as the basis to carry out acceptance into service procedures, for new services landing into managed services. We typically engage at the initial stages of a project to ensure service operation adoption and readiness is planned and carried out correctly. This materializes as follows:

- To review designs, build and test artefacts to ensure supportability.
- Attend change review boards to gain early sight of changes by way of knowledge acquisition.
- To witness and validate designs and builds are delivered as proposed and intended.
- Complete operational into service documentation, training, and runbook enablement, which is required as part of the service hand-over.



3.1. Initial AWS Organisation Setup

If a customer is new to AWS, then Redcentric can help get a customer's cloud journey started with our AWS ACE Implementation Service. To facilitate a move to AWS, we can offer the following services to get started.

Initial setup and configuration of essential AWS Products to best practice standards, this includes:

- AWS Organisation Setup: creation of AWS accounts, configuration of AWS sub-accounts & setup of administrative accounts.
- Core Identity Configuration: creation of core identities to be used within the AWS Cloud Environment. New identities can be created entirely in cloud, or a hybrid environment can be configured with an on-premises Active Directory Domain Services using AD Connect.
- Best Practice Analysis

3.2. Migration Support

Post Migration, Redcentric can provide the appropriate services to get a customer's AWS Organisation to a state suitable to begin or modernise a customer's cloud journey.

The following services are available to assist post migration:

- Migration support is available for all environments*, including but not limited to:
    - Data migrations from on-premises servers, existing AWS accounts, or other cloud platforms
- Modernisation, upgrades, development support, pen testing, security reviews and services or optimisations via assessments.
- Integrations with other cloud platforms to support Hybrid & Multi-Cloud designs.

*Most migrations will require admin level access to the existing environment to facilitate, with read access to existing configurations as a minimum.

3.3. Service Transition and Early Life activities

Should either Foundation, Govern, Operate, Operate+, or Modernise be onboarded, there are several key differences post migration before the offerings can be considered active.

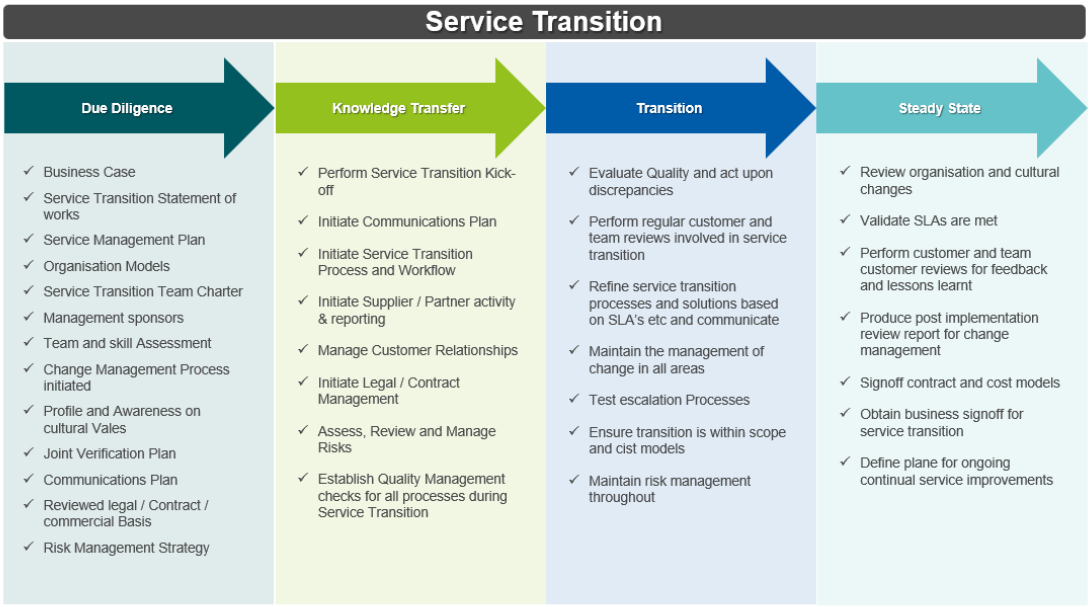
During the Design phase, Service Onboarding will cover the following activities:

- An introductory meeting, run by the Redcentric Service Delivery Manager (SDM) allocated to the customer's account.
- Engagement with the Redcentric Service Management team to run through how the customer will be onboarded, and what service management functionality and processes will be applied, and what information will be needed to set up the various Redcentric systems, SMAX and My Services portal correctly.
- How service engagement will work, for example, will individual sites be logging issues/requests directly with Redcentric or will there be a centralised first line triage function within the customer's organisation.
- If there is a requirement to implement a B2B link between the Redcentric and the customer's ITSM systems, and how this will be implemented.
- Provision of collateral which will enable the customer to communicate the above processes internally.

The Redcentric Transition Programme Governance process provides a series of quality gateways from the perspective of operational support and service management, to facilitate a seamless transition of services from the customer's existing provider to Redcentric. The governance framework provides three quality gateways with standardised criteria against which the project is reviewed, before being approved to proceed to the next phase.

The illustration below shows the steps and actions that are followed in the service transition.

Service Transition Model



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4. Associated Redcentric Services

Redcentric Managed AWS is built upon Amazon's platform, with the main goal to Modernise IT for organisations that want to focus on growth and not keeping the lights on. While not a requirement, Redcentric prides itself on being able to cover all business requirements end to end no matter the platform, thus this service compliments or can be complimented by the following:

- Managed Windows Server
- Managed Linux Server
- Managed Database
- Azure Virtual Desktop
- Citrix Virtual Desktops
- M365 Virtual Desktops
- Managed Recovery Services
- Network & Connectivity
- Business Voice & Collaboration
- Modern Workplace 365 (M365)
- Managed Azure
- HSCN Connectivity
- Managed Backup (Acronis / Veeam Based)
- Managed SIEM / Secure Operations Centre (SOC)

Advanced Monitoring

Several additional advanced monitoring services are available that can improve and maintain user experience and compliance. Small examples of these services include:

- Custom tooling
- Synthetic monitoring of web application transactions & real-user monitoring
- Application performance monitoring (APM)
- Log management

Hybrid Connectivity and Integration

Redcentric provides hyperscale cloud connectivity services to facilitate hybrid and multi-cloud configurations, along with critical HCSN connectivity. Please request the Hyperscale Connect services service guide for additional information.
Managed SQL Server & Database

We will perform monitoring, support and health checks using a set of in-house developed monitoring and maintenance packs that we install on all Redcentric managed instances of Microsoft SQL instances.

Modern Workplace 365

The Modern Workplace 365 Service represents the future of work, where complexity and risk are minimised, and productivity and collaboration are maximised. This service extends beyond the traditional Managed M365 offering, encompassing a comprehensive modernisation service with digital workspaces and dedicated end-user support.

Small examples of these services include:

- Managed Entra ID
- M365 Backup
- Intune Management

- Device Management
- Application Support
- End User Support
- AVD Management
- IT Modernisation

The above services are only those relevant to Managed AWS and is not a complete list, for a complete list please see the Redcentric website.

5. Scope of Managed AWS

Managed AWS Services

The matrices below outline what is included along with who is considered primary for the Redcentric Managed AWS services.

5.1 Scope Key

Included, as **Redcentric with primary responsibility** and customer with secondary should information or testing be needed, though if the requirement is complex, a chargeable professional project may need to be created.

Included, except the **Customer is primarily responsible** with Redcentric providing basic support, configuration & reasonable assistance to the customer with analysis and resolution of issues, if the requirement is complex, a chargeable professional project may need to be created.

Addon, for common activities which are typically done as a project.
or
Complex – Is used to describe an activity that takes multiple days to complete and requires chargeable professional services.

5.2 Service Provisioning

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
AWS Escalation support • 9x5 for Foundations • 24x7 for Operate+ & above Escalated support to AWS engineers and access to proactive cloud enablement services.	✓				
Organisation and Account Provisioning	✓				
Service Desk • 9x5 for Foundations • 24x7 for Operate+ & above Access to the Redcentric ITSM platform and L1 Service Desk Analysts for first line fix or resolution.	✓	✓	✓		✓
Telephone / Remote Support All Support/Managed Services are delivered remotely unless on-site engineering is contracted separately.	✓	✓	✓		✓
Redcentric ACE Teams **9x5 Standard, 24x7 Available** Access to Redcentric ACE Teams for L2-4 incidents, changes, requests, & resolutions for many of the deliverables stated in the scope.		✓	✓		✓
Redcentric ACE Consultative Engagement 9x5 Only Either for proactive scheduled engagements, thought leadership or recommendation activities.				✓	
Organisational Structure Deployment & Standardisation Using existing templates, policies, and code to		+	✓		+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
standardise and automate the deployment of new subscriptions					
Onsite support This is a bespoke, chargeable addition.					⊕

5.3 Identity Management

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
For all administrative user accounts.		✓	✓		⊕
To ensure admin-level security access is consistent across subscriptions and resources		✓	✓		⊕
Deployment of pre-defined templates or workshopped configurations		✓	✓		⊕
Discover and define processes to manage exceptions to the baselines needed for Entra ID.				✓	⊕
Auditing any accounts that access, service, develop or manage AWS resources.				✓	⊕

5.4 Best Practices & Architecture

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Design of AWS environment deployment based on analysis of each application and requirements					⊕
Of existing AWS Infrastructure On-demand visual depictions of a customer's current AWS deployments					⊕
Environment review conducted by Certified solution architects focused on delivering operational stability, security, and performance.					⊕
Including Day-to-Day Problem Reporting, Liaison, and Escalation.					⊕
Guidance on new public cloud technologies from AWS experts.					⊕

5.5 Cloud Management

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Resource Naming & Tagging Using either workshopped naming conventions or those pre-defined.		✓	✓		+
Storage Management Supports all AWS storage account types.		✓	✓		+
Management of AWS Network and Edge Services Such as gateways, firewalls, load balancers, and WAF's etc.		✓	✓		+
Private End-Point Management		✓	✓		+
Automated Power-Down Scheduling Advised but not required to achieve additional cost savings.			✓		+
Management of AWS Key Management System configuration The customer always owns all Keys/Certs.		✓	✓		+
AWS Backup Including the configurations of the backup policies dictated by the customer, along with recovery assistance within AWS.		✓	✓		+
Compute Performance Optimisations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Network Optimisation Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Workload Size Optimisations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Storage Optimisations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+
Ideal Workload Placement Recommendations Based on customer requests or the output from the Redcentric ACE Governance team via the Govern Service.			✓		+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Auto-scaling Advanced auto-scaling configuration, monitoring and alerting.			✓		⊕
Appliance Stand-Up Deployment of Pre-Defined Template		✓	✓		⊕
Appliance Management Dependent on the supportability of the OS and application the appliance runs.			✓		⊕
EKS Management Our EKS management service provides: • Service deployment • Version upgrades • CI/DC pipeline config, support and change for infrastructure only • Monitoring integration					⊕
Infrastructure build-out services: Get infrastructure-as-code templates					⊕

5.6 Governance & Security

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Agree budget thresholds and set alerts/actions should they be breached.				✓	⊕
A review of the optimisation tools and recommendations for controlling spend.				✓	⊕
AWS Config Advisor Review: Work through the advisories and agree actionable items.				✓	⊕
Recommend the ideal placement of workloads for cost and security.				✓	⊕
With the focus often on growth, auditing resource effective utilization can drive tangible savings.				✓	⊕
Workshopped reviews of policies, tagging, documentation and regular engagement, our ACE teams will drive consistency throughout a customer's infrastructure.				✓	⊕
To determine if the storage is an appropriate use of block, object, file, and database for data types, or is cost optimised across storage tiers, lifecycle and archiving methods.			✓	✓	⊕

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Acceleration through centralisation, consistency and standardisation across templates (Transformation).					⊕
A standardized IT chargeback and showback enables organizations to understand and effectively allocate how various divisions, business units or cost centers are consuming IT services.				⊕	⊕
Patching Remediation of identified vulnerabilities (End-Point protection required)					⊕
Getting to 100% compliance can seem an impossible task as some requirements can be unattainable, the ACE team will work closely with the customer to build a roadmap, drive remediation, identify false positives and eliminate non-compliance.				✔	⊕
Compliance monitoring against security standards using native functionality e.g. NIST, CIS, PCI, etc.				✔	⊕

5.7 Cloud Operations

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Our OS management service provides: VM & OS deployment, VM configuration, OS hardening, OS patching, network support & monitoring integration. See service requirements for supported OS's.					⊕
Modify schedule/maintenance windows or patch groups as requested.					⊕
Troubleshoot patching errors					⊕
Create custom pre- or post-scripts to apply before and after patching.					⊕
VM alignment to a defined AWS backup policy and update monitoring integration. Initial setup and Management of Disaster Recovery is an additional service.					⊕
Installation and configuration of agents along with ensuring policies are correctly applied.					⊕
Setup + Configure + basic management of initial installation, advanced management is an additional					⊕

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
service as seen under optional managed database service.					

5.8 Monitoring

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Default Monitors & Dashboards Template-driven dashboards deployed and configured.		✓	✓		+
Custom Monitors & Dashboards Bespoke dashboards to fit all business infrastructure needs. Multiple monitoring solution options are available.					+
OS Monitoring Supported OS's only, see service requirements for details.					+
Application Monitoring Possible additional charges for application agents.		+	+		+
Agent Monitoring Configuration Configuration of Redcentric standard monitors for incident ticket creation.		✓	✓		+
Platform Availability Monitoring Set up dashboard and alerts.		✓	✓		+
Baseline Security Configuration Monitoring and Notification Alerts are configured for security baselines defined in workshops to notify of drift against objectives.				✓	+
Policy Adherence/Drift Alerting & Reporting Standard Alerts are configured for policy baselines defined in workshops to notify of drift against objectives.				✓	+
Policy Adherence/Drift Alerting & Reporting Bespoke Alerts are configured for alert/reporting baselines defined in workshops to notify of drift against objectives.				✓	+
Updates to and tuning of Cloud Monitoring		+	+	+	+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
On-demand changes to the configuration of Redcentric standard monitors.					

5.9 Reporting

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Template-driven reports configured and scheduled.		✓	✓	✓	+
Template-driven reports are configured and scheduled.					+
On-demand report of patch compliance detail.					+
Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
(Based on the agreed schedule and dependent on the application and/or end-point protection software used).				✓	+
Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
Regular reports are provided based on standard templates or the custom output of the Govern service. (Scheduled)			✓	✓	+
Based on initial workshop output and benchmarked against objectives. (Scheduled)				✓	+
Based on initial workshop output and benchmarked against objectives. (Scheduled)					+

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
Prioritized list of risk scenarios mapped to processes and technical controls. (Scheduled)					⊕
					⊕
				✓	⊕

5.10 Business Review Activities

Scope Inclusions	Foundations	Operate	Operate+	Govern	Modernise
A customer's service delivery manager reviews reporting that summarises their account usage details. **Note** - Included at monthly Redcentric service spend above £1,500		⊕	✓	✓	✓
A customer's account manager delivers a quarterly business review that details spending and operational actions of the prior three months and plans activities for the next quarter. **Note** - Included at monthly Redcentric service spend above £1,500		⊕	✓	✓	✓
				✓	
In-depth roadmap reviews for Redcentric offers and AWS products					⊕
				⊕	⊕

5.11 Combining Service Offers

Customers opt for a single service for a single Managed AWS account to any combination of all services for all Managed AWS accounts. It is recommended to take the same service set for AWS accounts that provide similar business benefit, though not required.

6. Core Competencies

The following table enumerates the core AWS competencies supported by Redcentric ACE Engineers. All AWS cloud services outside of those listed below are to be considered reasonable endeavours and may be subject to additional billable time (including training time, as applicable) to troubleshoot/support.

AWS Service	Service Type
Virtual Machines (EC2)	Compute
Auto-Scaling Groups	Compute
Batch	Compute
Reserved Instances (RI)	Compute
Elastic Kubernetes Service (EKS)	Compute
Lambda	Compute
SQL database	Data & storage
Amazon RDS	Data & storage
DynamodDB (NoSQL DB)	Data & storage
Amazon Redshift DB	Data & storage
Amazon EBS (Block Storage)	Data & storage
Amazon Elasticache (Redis & Memcahched)	Data & storage
Amazon Aurora DB	Data & storage
Amazon S3 (Object Storage)	Data & storage
Amazon FSx, EFS (file storage),	Data & storage
Virtual Network	Networking
Internet Gateway	Networking
AWS Direct Connect	Networking
Amazon Elastic Load Balancing	Networking
VPN Gateway	Networking
Amazon Route53 DNS	Networking
Amazon Web Application Firewall	Security
AWS Shield Advanced	Security
AWS GuardDuty	Security
AWS Inspector	Security
AWS Cloudtrail	Security
Cloudfront CDN	Media & CDN

AWS Service	Service Type
Amazon Simple Queuing Service	Application Services
Amazon Simple Workflow Service	Application Services
Amazon Simple Email Service	Application Services
Amazon Simple Notification Service	Application Services
Amazon EventBridge	Application Services
AWS Step Functions	Application Services
Amazon IAM	Identity & access management
Multi-Factor Authentication (MFA)	Identity & access management
AWS Directory Services	Identity & access management
AWS Config	Management
Amazon Cloudwatch	Management
AWS Systems Manager	Management
Cloudformation	Management
AWS Policies	Management
Amazon Appstream	End User Compute
Amazon Workspaces	End User Compute
Storage Gateway	Migration
AWS Datasync	Migration
AWS Database Migration Service	Migration

7. Service Requirements

This table lists items that are required to effectively deliver the services described in this document.

Required Item	Description
Key Stake Holder Contact Details	Periodically update the list of the customer's engineers who will use Redcentric services.
User Training	Provide training to the customer's users, clients, and suppliers to follow Redcentric procedures to report incidents or make requests.
Customer Resources	Make staff available to work with Redcentric resources during the handling of an incident or request
Existing Documentation	Provide Redcentric with all documentation, information, and knowledge that it requests in relation to the cloud environments supported.
Patching Window	An agreed and defined re-occurring maintenance window for automated patch installation and remediation activities
Reboot Window	Reboots are permitted within the agreed maintenance windows
Internet	Outbound internet access for reporting and patching
Access Documentation	Provide Redcentric engineers with sufficient access, as defined by Redcentric to all cloud accounts supported.
Ticketing	All Priority 1 incidents are logged, and the client must follow up with a telephone call into support

7.1. Co-Management Requirements

This table lists items that are requested to effectively deliver a Co-Managed service for maximum success.

Required Item	Description
Teams Channel	Communication is the key to success for Co-Management; thus, a Teams channel will be set up for smooth communication.
Service Delivery Manager	Normally only assigned based on the size of the customers environment but it becomes a requirement for Co-Managed subscriptions which could need additional charges for small environments.
Agreed RACI	Depending on the granularity required for management responsibility, an agreed RACI will be required.
Change Tracking & Logging	Change tracking and logging will be required

7.2. AWS Account Management Requirements

As a part of the ACE Support for AWS offering, Redcentric will be required to perform actions in a customer's AWS environment as a trusted partner. Redcentric cannot fulfil our role as a customer's managed service provider without the correct level of access and permissions. Redcentric takes a customer's trust and security seriously and has integrated safeguards into our management service to avoid abuse of these services, leveraging Redcentric corporate identities (along with the built-in security features like MFA credentials, password rotation, etc.). If Redcentric is unable to secure the

appropriate level of access required to deliver management services, Redcentric professionals will be unable to deliver managed services in an at-scale manner using automation services and consistent tool sets for the global team of engineers

7.3. Customer AWS Environment Access

AWS Managed & CSP Customer Resource Access Methods

Redcentric can deploy multiple ways to access and manage a Customer's AWS Organisation and accounts to best fit a customer's operational and compliance requirements. When Hybrid managed services are needed, multiple methods can be used depending on the platform being managed.

Access Method Options

Traditional access via a VPN between an AWS Virtual Private Gateway and firewall, that can be enhanced with enforced Bastion access and is best suited for non-CSP or on-site customers that need managed services.

AWS IAM is the most common and secure access method, allowing for continuous management of a customer's accounts and resources, while all actions are tracked via named users in the activity log.

Security Policies Enforced for Admin Access

- Multi-Factor Authentication.
- Assigned permissions to groups, using the principle of least privilege.
- Logging enabled to track access and actions.
- No access to customers data without prior permission.

Data Protection

Data Protection is treated as critical to Redcentric, though Data retention is always the customer's primary responsibility to determine what each policy should be. Redcentric ACE teams will work closely with the customer to protect their data and advise on best practices.

Different data types captured:

- Application monitoring data, which typically includes data around the performance and functionality of code.
- AWS resource monitoring data, which will include data around the operation of an AWS resource.
- Virtual machine and cloud services data, which captures system data and logging data on VMs.
- Application insight data, which relates to application performance monitoring (APM).
- IAWS AM reporting data, which collects information on user sign-in activities and system activities.
- Activity logs, which collects information on operations performed on resources in an AWS account.
- VPC flow logs, which will collect data on traffic flowing through a network.

Metrics and Logging

To seek improvement areas and evidence the rationale it is important that the team has access to a rich set of metrics and logs. The managed service encourages the use of the AWS native service such as Cloudtrail and Cloudwatch to provide shared information that both teams can use as a single source.

8. Service Support and Availability

8.1 Foundation Support

AWS Foundation Support is designed for customers who need minimal day to day support from Redcentric either because they are yet to deploy production services or have considerable experience and resources in house

8.2 Support Escalations

Regardless of whether purchasing AWS infrastructure directly or through a Redcentric Cloud Solution Provider (CSP) agreement, Redcentric serves as the sole point of contact for supporting customer's AWS environments. As a part of the Platform Essentials service, if AWS ever needs to be contacted for technical escalations, Redcentric will do so on customer's behalf by leveraging the AWS Business or Enterprise Support services subscribed to.

Escalations may occur for the following scenarios:

- An AWS service limit increase is required (e.g., number of storage snapshots).
- An issue that requires the involvement of a specific AWS product or engineering team to resolve.
- An issue where multiple customers are impacted (e.g., AWS service outages).
- AWS infrastructure SLA credit requests (when infrastructure is purchased through Redcentric CSP).

Priority	Target response time	Target resolution time	Level 1 escalation*	Level 2 escalation
Faults & Technical Query Acknowledgement	30 minutes	AWS Delivered	2 hours	3 hours
Remediation Actions Commence	2 hours	AWS Delivered	5 hours	5 hours

8.3 Service Desk and ACE Support Requests

For all services above Foundations, the target response and resolution time for the fully managed AWS service includes all the required, modernisation, operations, governance maintenance and reporting activities.

Priority	Target response time	Target resolution time	Level 1 escalation*	Level 2 escalation
Critical/High (P1)	30 minutes	4 hours	2 hours	3 hours
Medium (P2)	1 hour	8 hours	4 hours	6 hours
Low	2 hours	12 business hours	8 business hours	10 business Hours
RFI	2 business days	10 business days	8 business days	9 business days

8.4 Request Handling

Requests are typically from customers or are pre-agreed to request service changes. We completely remove the need for our customers to have an in-house administrator. The below table provides an overview of the typically included service requests. Please note any AWS changes which require authorized provisioning of resources will require delegated rights (e.g., storage increases)

8.5 Operate & Operate+ Examples (Platform/Network/OS)

Request	Included
AWS Service Configuration Change	✓
Change/ Add/ Move AWS Storage	✓
Perform AWS Backup	✓
Verify a backup operation	✓
App Gateway Rule Change/ Add/ Delete	✓
Amend AWS VPC Configuration	✓
AWS Account - Query / Resource Increase	✓
Reboot AWS VM (EC2)	✓
Amend Instance Sizes	✓

Note this is not a full list.

8.6 Change Enablement

8.6.1 Change Control Process

Changes to a customer's current services will follow the process outlined in the Redcentric Change Management policy.

At a high level, the process of change will follow the below flow:

Typically change requests are initiated from one of the following categories:

- Service Requests
- Incidents
- Problems
- Technology changes
- Business changes
- Customer changes
- Supplier changes

The proposed change will then enter an assessment phase to ensure the change has been fully tested and any impacts to service is understood. Once the assessment is complete the change will be submitted to the Redcentric Change Approval Board for approval. Once approved the change will be scheduled and, if required, communications sent to the agreed parties within the customer once the change is completed, further communications will be sent to advise all customer stake holders.

8.6.2 Normal Changes

The following response times apply to Standard changes. Ad Hoc Changes and Major Application Changes/Releases fall outside the scope of the service and will be managed per request.

Target Response Time	*Implementation Time
16 Redcentric business hours	40 Redcentric business hours

*The implementation time is measured from when the support team have received and validated the Request for Change.

8.6.3 Emergency Changes

The following response times apply to Standard changes. Ad Hoc Changes and Major Application Changes/Releases fall outside the scope of the service and will be managed per request.

Priority	No. Per Month
Emergency change	1

Emergency changes are described as unscheduled or unplanned changes. Typically, emergency changes are driven by immediate and urgent business requirements; for example, updates to site content to mitigate legal action.

The cap on emergency changes does not include changes implemented by Redcentric that form part of the resolution of a service outage or degradation.

8.6.4 Service Hours Definition

There are 2 levels of Redcentric service hours, defined as follows.

Service Hours Description	Definition
24x7x365	Available 24 hours a day, 7 days a week, 365 days a year.
Redcentric UK business hours (PBH)	09:00 am to 17:00 pm GMT / BST (as applicable) Monday to Friday excluding UK public holidays

8.6.5 Applicable Service Hours

Service Management Activity	Service Hours
Redcentric Service Desk	24x7x365
Support Request Management	Redcentric UK business hours
Incident Management (P1)	24x7x365
Incident Management (P2 & P3)	Redcentric UK business hours
Problem Management (RCA)	Redcentric UK business hours
Configuration Management	Redcentric UK business hours

The management of support requests (covering requests for information, ticket updates and request for change) will be provided within Redcentric business hours, to ensure the quality of the communication channels.

More specific aspects of service management, such as root cause analysis where the underlying cause of an incident is not yet identified – known as a problem – and the management of change and releases are also carried out within Redcentric business hours to ensure the rigorous and effective delivery of these service elements.

8.7 Service Levels

Target availability for the Redcentric services underpinning the Customer services.

Service	Target Service Level	Definitions
Redcentric Service Desk	99.90%	Service Desk availability to raise support requests for Customer.

*As all services involved in delivering this relies upon the AWS platform and services to some extent, we are reliant on AWS to adhere to their own SLAs:

AWS Service	Service Levels
All AWS Platforms and Services	Service Level Agreements (SLA) for subscribed service(s)

Any issue that sits with AWS to resolve is not included in any Redcentric SLA calculations.

*Target figures relate to availability of the service platform and exclude outages related to single points of failure, scheduled downtime, or those service elements outside of the Redcentric scope of responsibility.

Platform/infrastructure availability is measured by Redcentric chosen monitoring and event handling and Redcentric reporting platform (POM). Redcentric does not include as standard the monitoring of end user perception of availability or performance, which can be affected by the service quality of the ISP or Customer LAN.

Service Availability target is defined as the percentage of time for which the service is available to the users.

Service Availability = $\frac{\text{Agreed Service Hours} - \text{Service Downtime Hours}}{\text{Agreed Service Hours}} \times 100\ \%$

Note: All availability targets are to be calculated on a rolling 12-month basis.

Availability calculations will exclude outages where root cause is determined to be outside of the Platform components under Redcentric control.

9. Responsibilities and Accountabilities

9.1 High Level Redcentric Responsibilities

Redcentric will provide the following in connection with the AWS platform and managed by Redcentric:

- Creation and configuration of Organisation and Accounts on the customer's behalf if required.
- Provisioned access to required tools and portals.
- Migrating customer's data and services as defined in any SOW's.
- All deliverables stated in the scoping matrixes depending on the service level contracted to.
- Feature deployment as agreed-upon during design phases.
- Support tickets created and liaison with AWS support when required.

9.2 High Level Customer Responsibilities

The customer will:

- Maintain licensing for any software not provided by Redcentric.
- Adhere to the applicable AWS terms and conditions located at https://aws.amazon.com/legal.
- Maintain passwords in a secure manner.
- Respond to Redcentric requests in a timely fashion.

9.3 RACI Matrix

The following table outlines Redcentric and customer responsibilities using a RACI model.

- Responsible: Do the task
- Accountable: Approve the task
- Consulted: Input provided to the task
- Informed: Notified on task progress or completion

Task	Redcentric	Customer
Standard Activities		
Provide business and technical requirements	C, I	R, A
Create customer proposal, pricing, and contract documentation	R, A	C, I
Design review	R, A	C, I
Create Pre-Sales Solution & HLD	R, A	C, I
Final proposal to customer	R, A	C, I
Contract signature	C, I	R, A
Manage implementation activities	R, A	C, I
Build/provision the solution	R, A	C, I
Test and handover	R, A	C, I
Notify the customer of any service-affecting issues or planned maintenance	R, A	C, I
Notify Redcentric of any planned activities that may impact service	A, C, I	R
Resolve incidents and problems	R, A	C, I
Raise service requests and changes	C, I	R, A
Implement service requests and changes	R, A	C, I
Co-Management		

Task	Redcentric	Customer
Co-Managed customer created new resource	C, I	R, A
Changes made by the customer that cause issues or alerts, where we have not been made aware	A, C, I	R
Redcentric apply reasonable endeavours to resolve changes made by the customer that cause issues or alerts, where we have not been made aware	R	A, C, I
Acceptance of any additional charges because of changes made by the customer that cause issues or alerts, where we have not been made aware	C, I	R, A
Co-Managed customer request new resource onboarding for Redcentric management	C, I	R, A
Management of resources post onboarding process	R, A	C, I
Account Management & Tooling		
Provide named Account Manager (AM) resource	R, A	C, I
Standard account reporting	R, A	C, I
Identify opportunities for cost and performance optimization	R, A	C, I
Provide opinions and best practices around account architecture, security, and resiliency	R, A	C, I
Discovery		
Understand business objectives and current challenges	R, A	C, I
Schedule and conduct a deep-dive discovery session	R, A	C, I
Understand systems SLAs, RTO and PPO requirements	R, A	C, I
Design & Architecture		
Define architecture options to be considered	R, A	C, I
Agree on high-level design (HLD) architecture	C, I	R, A
Generate high-level application and logical diagrams for proposed architecture(s)	R, A	C, I
Generate detailed infrastructure schematics for proposed architecture(s)	R, A	C, I
Create solution design document	R, A	C, I
Design for a high availability and security-first approach	R, A	C, I
Design for sizing, scalability, and performance	R, A	C, I
Governance		
Align with customer key stakeholders	R, A	C, I
Agree on the cadence schedule	C, I	R, A
Provide the budget details and methodology	C, I	R, A
Review the budget methodology	R, A	C, I
Run initial cost optimisation review	R, A	C, I
Review the initial governance best practice and configuration	R, A	C, I
Implement the initial budget and cost optimisation best practices and configuration	R, A	C, I
Agree proposed Budget Settings and Budget Alerts	C, I	R, A
Budget Setting and Budget Alerts	R, A	C, I

Task	Redcentric	Customer
Budget Forecasting	R, A	C, I
Cost Analysis and Prediction	R, A	C, I
Cost Optimisation Recommendations	R, A	C, I
Ideal Workload Placement Recommendations	R, A	C, I
Resource Utilization / Performance Reviews	R, A	C, I
Data Storage Location / Retention Reviews	R, A	C, I
Agree on proposed Recommendations and Remediations	C, I	R, A
Agree on Policy Recommendations	C, I	R, A
Terraform, Cloudformation, & Policy Definition Creation	R, A	C, I
Consultative Engagement to Engage Key Stakeholders to Drive Governance Forward	R, A	C, I
Customer key stakeholders to attend workshops for Compliance Score Remediation Assistance	C, I	R, A
Compliance Score Remediation Assistance	R, A	C, I
Compliance measurement for SLO/SLA purposes	R, A	C, I
Hardening Compliance	R, A	C, I
Monthly Spend reporting by usage/service	R, A	C, I
Infrastructure Implementation		
Deployment of AWS infrastructure using the Redcentric Cloudformation and Terraform template libraries	R, A	C, I
Configure IaaS components with EC2 extensions (monitoring, IAM roles, and start/stop schedules)	R, A	C, I
Deployment of images outside of Redcentric Operating Systems Spheres of Support	C, I	R, A
User acceptance testing (UAT) and sign-off environment deployment	C, I	R, A
Configure and test WAN connectivity for Direct Connect and site-to-site VPN (Redcentric data centres and managed AWS accounts)	R, A	C, I
Configure and test WAN connectivity for Direct Connect and site-to-site VPN (customer data centres and unmanaged AWS accounts)	C, I	R, A
Initial governance assistance through implementation of AWS tagging for Redcentric-managed deployments	R, A	C, I
Implementation of ongoing change management for AWS infrastructure components	R, A	C, I
Network And Access Security Implementation		
Consult on identity access management (IAM) roles and polices	C, I	R, A
Define Network Security Groups and rules requirements	C, I	R, A
Implement Network Security Groups and rules	R, A	C, I
OS user management per Redcentric Spheres of Support	R, A	C, I
Anti-virus installation, configuration, and monitoring	R, A	C, I
Monitoring		
Deployment and management of Redcentric standard monitoring platform	R, A	C, I

Task	Redcentric	Customer
Configuration of application performance monitoring (APM) services, like Logic Monitor, New Relic, AppDynamics, Datadog,etc.	C, I	R, A
Configuration of any custom OMS alerts	C, I	R, A
Ticketing/Alerting		
24x7x365 access to support for Redcentric standard monitoring services, including initial responses, escalations and troubleshooting of incidents within Redcentric response time SLA guarantees	R, A	C, I
Ongoing definition, management, and maintenance of Redcentric standard OMS monitoring platform, including the definition of alert triggers, thresholds and remediation instructions	R, A	C, I
Initial response, escalation and troubleshooting of custom alerts on AWS, including non-standard OMS alerts, APM alerts, etc.	C, I	R, A
Backup & Disaster Recovery		
Opt-in to AWS Backup Service	C, I	R, A
Creation and management of VM backup policies and schedules to Redcentric standards	R, A	C, I
Monitoring and remediation of backup failures on Redcentric standard backup service	R, A	C, I
Verification of validity of backup data and methodologies	C, I	R, A
Backup restoration testing	C, I	R, A
Backup restoration request	R	A, C, I
Elastic Kubernetes Service (EKS)		
Design and deployment of EKS infrastructure, including configuration of EKS cluster, nodes, node pools, and AWS Elastic Container Registry (ECR)	R, A	C, I
Design and deployment of containers, load balancers, static IP addresses or any other service configured via Cloudfront or Terraform	C, I	R, A
Implementation of other Kubernetes packages (like Prometheus, Grafana, Helm, Linkerd, fluentd, Envoy, etc .)	C, I	R, A
Configuration of cross-region replicated AWS Container Registry	R, A	C, I
Build, automate, update, and deploy container images with AWS CDK and CDK8S	C, I	R, A
Monitoring and logging for EKS cluster and worker nodes	R, A	C, I
Monitoring and logging for containers, pods, and controllers	C, I	R, A
EKS cluster and worker nodes troubleshooting	R, A	C, I
Containers, pods, and controllers troubleshooting	C, I	R, A
Integration of EKS with private docker container registry	C, I	R, A
Integration of EKS into a CI/CD pipeline	C, I	R, A
Upgrade an EKS cluster or patch security/kernel updates to worker nodes in EKS	R, A	C, I
Patching		
Installation and configuration of automated OS-level patching via automatic updates within OS	R	A, C, I

Task	Redcentric	Customer
Deployment, configuration, and management of any other patch management service	C, I	R, A

10. Business Continuity and Disaster Recovery

10.1. 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.

10.2 Disaster Recovery

AWS provide multiple Availability Zones in the London Region that are geographically discreet, AWS best practice is to architect for high availability across multiple availability zones so that the failure of any Zone does not impact the customer workload.

Disaster recovery can be executed in many ways depending upon the nature of the data and application architecture. As an example, stateless systems can be rebuilt from templates, whilst stateful data sources will be recovered from backups. AWS allows automation of multiple steps be that recreating stateless machines or restoration.

Redcentric recommendation is that Infrastructure as Code is utilised to build and amend AWS resources as the IaC constructs can then be embedded as automated components of a comprehensive recovery plan.

11. Exit Plan

At the end of the contracted service period there are 3 exit options:

11.1. Transfer Ownership of AWS Account(s)

Where Redcentric own the commercial relationship with AWS, the AWS accounts can be transferred to customers or their chosen third-party subject completion of AWS process which includes Consent To Assignment forms. Customers will need to provide alternative payment methods in advance of transfer and should note that transfers can only be completed after AWS has completed billing and adjustments for the previous calendar month – typically from the third week of the calendar month.

Redcentric will remove all Redcentric supplied software agents, including anti-virus and software deployment tools, in advance of transfer. The customer will be issued with root credentials and then will be responsible for removing any identity and access and cross account permissions that enable Redcentric to manage the estate.

11.2. Workload Migration

Customers are permitted to transfer data, subject to prevailing AWS fees and Redcentric processing fees that are subject to our published G Cloud Professional Services prices. If a complex migration is required, Redcentric will agree the scope of a project with the customer and/or their chosen third-party and charged at SFIA rates.

This will always be followed by Cleardown as detailed in the following section.

11.3. Cleardown AWS Resources

Upon customer instruction, Redcentric will cleardown AWS resources and delete the account. Customers will continue to be charged for usage whilst this clear down completes, whilst most resources will be removed immediately there are exceptions applied by AWS where resources are retained for up to 90 days before being deleted. As an example, AWS Key Management System Keys are retained as a security measure in case they should be lost.

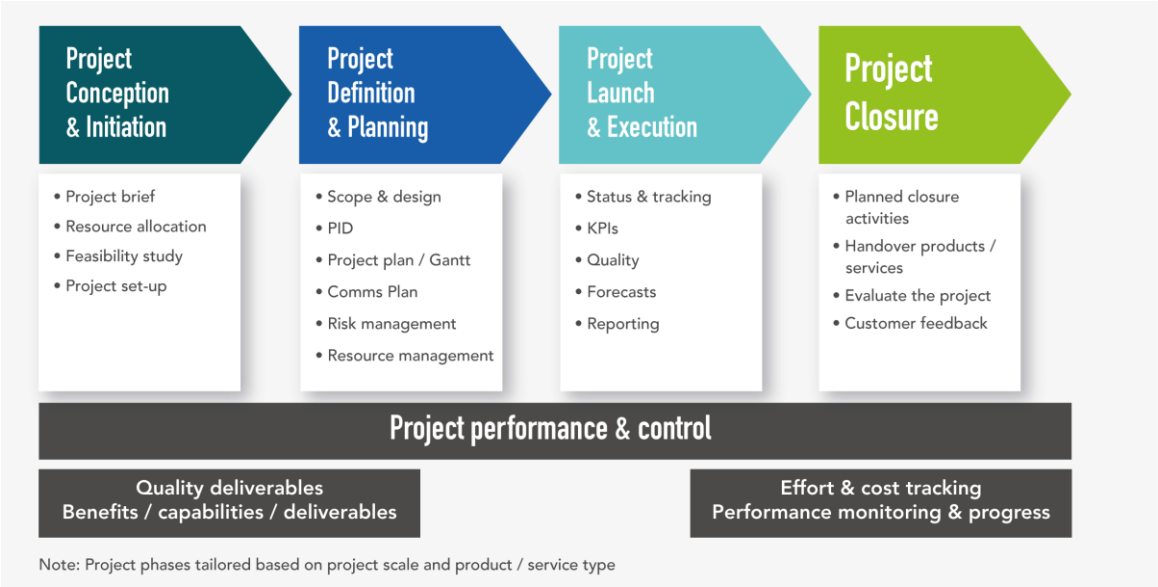
12. Project management

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

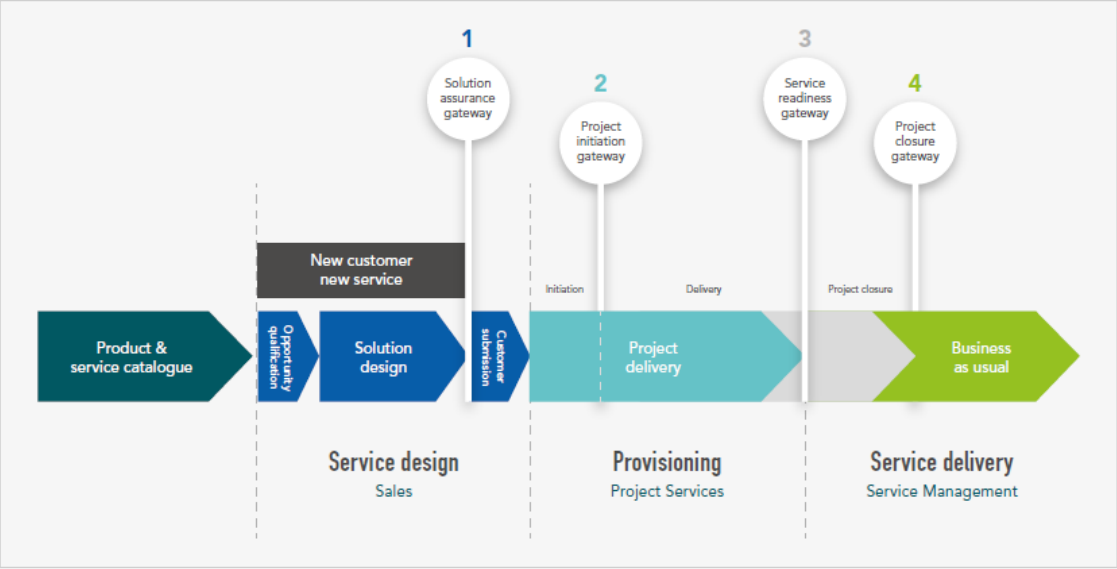
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

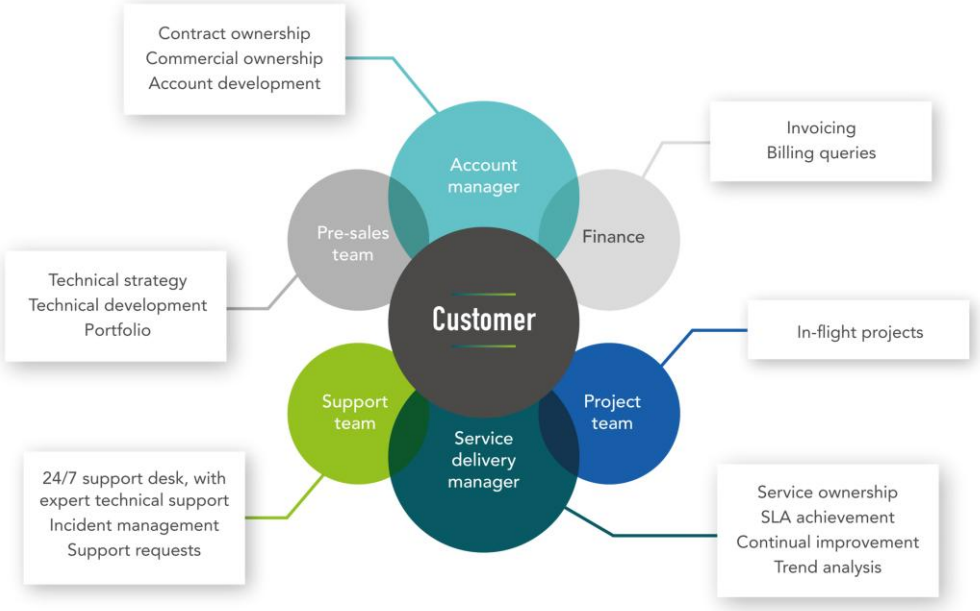
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a ‘soft landing’ with minimal disruption to service.



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.

13. 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.

14. 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.

15. 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.

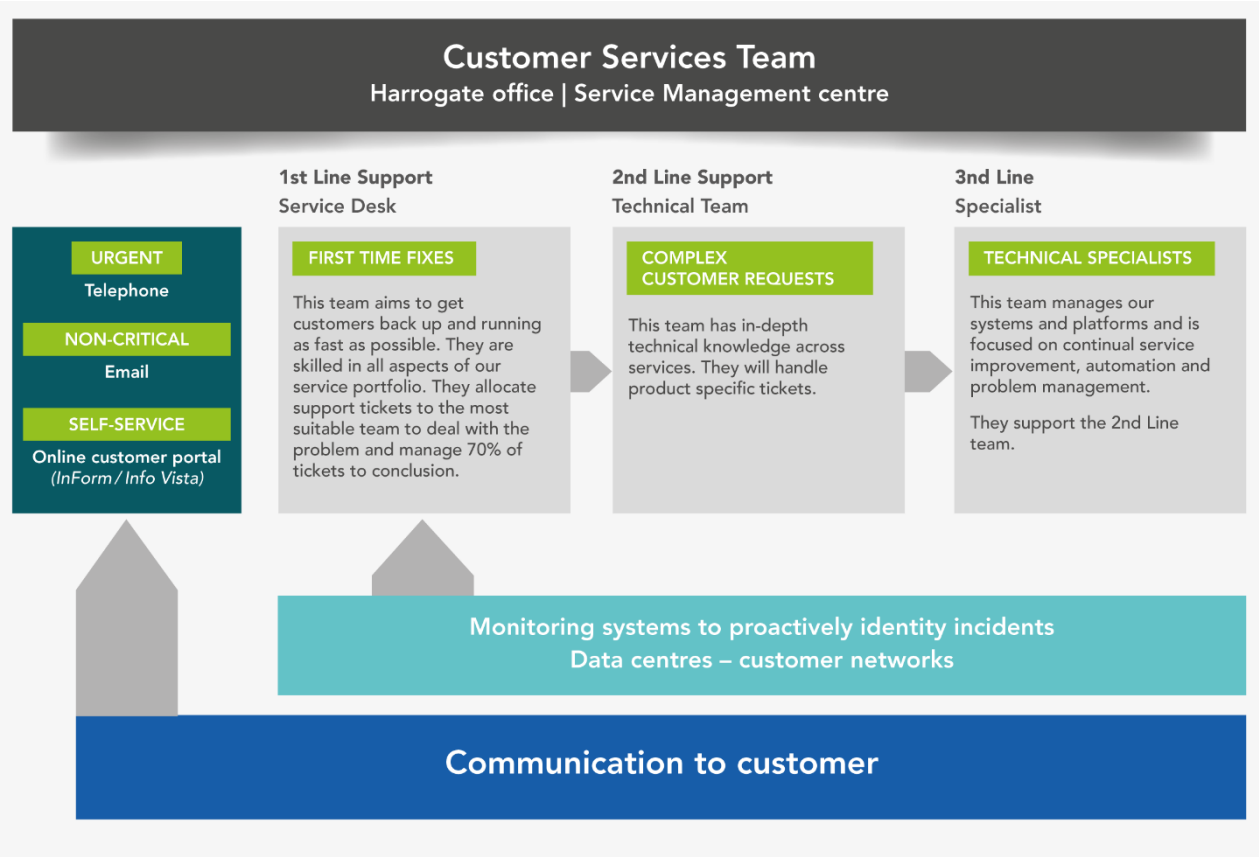
Our support operations meet the highest industry standards, and service management processes are based on the ITIL framework.

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.

16. 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 the 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.

17. 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.

18. 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.

19. 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