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# Managed SD-WAN Service Service Definition

## G Cloud 15

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

January 2026

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redcentric

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# Contents

|                                                           |           |
|-----------------------------------------------------------|-----------|
| <b>1. Service Overview .....</b>                          | <b>4</b>  |
| 1.1 Feature summary .....                                 | 4         |
| <b>2. Service Description .....</b>                       | <b>5</b>  |
| 2.1 Related products .....                                | 5         |
| 2.2 Location for access .....                             | 5         |
| 2.3 Maintenance notice and scheduled downtime .....       | 5         |
| 2.4 Pre-requisites .....                                  | 5         |
| 2.5 Product Limitations .....                             | 5         |
| 2.6 Device Sizing .....                                   | 6         |
| 2.7 Service Implementation .....                          | 6         |
| 2.8 Monitoring .....                                      | 6         |
| 2.9 Incident Management .....                             | 6         |
| 2.10 Hardware Maintenance .....                           | 7         |
| 2.11 Change .....                                         | 7         |
| 2.12 Reporting .....                                      | 7         |
| 2.13 Commercials .....                                    | 8         |
| <b>3. Onboarding and Offboarding .....</b>                | <b>9</b>  |
| 3.1 Onboarding .....                                      | 9         |
| 3.2 Acceptance criteria .....                             | 9         |
| 3.3 Offboarding .....                                     | 9         |
| <b>4. Associated Redcentric Services .....</b>            | <b>10</b> |
| <b>5. Service Levels and Service Credits .....</b>        | <b>11</b> |
| 5.1 Service Levels .....                                  | 11        |
| 5.2 Exclusions from Availability .....                    | 11        |
| 5.3 Floor Service Level .....                             | 11        |
| 5.4 Service Credits .....                                 | 11        |
| <b>6. Responsibilities and Accountabilities .....</b>     | <b>12</b> |
| 6.1 Redcentric responsibilities .....                     | 12        |
| 6.2 Customer responsibilities .....                       | 12        |
| <b>7. Business Continuity and Disaster Recovery .....</b> | <b>13</b> |
| 7.1 Business Continuity .....                             | 13        |
| 7.2 Disaster Recovery .....                               | 14        |
| <b>8. Data Processing .....</b>                           | <b>15</b> |
| <b>9. Exit Plan .....</b>                                 | <b>16</b> |
| <b>10. Project management .....</b>                       | <b>17</b> |
| <b>11. Account management .....</b>                       | <b>19</b> |
| <b>12. Service management .....</b>                       | <b>20</b> |
| <b>13. Support Services .....</b>                         | <b>21</b> |
| <b>14. Information assurance .....</b>                    | <b>22</b> |

15. Professional services ..... 23

16. Company profile ..... 24

# 1. Service Overview

Redcentric Software Defined – Wide Area Network (SD-WAN) Service is designed to complement traditional private IP-VPN networks. It allows Customers to make optimum use of the available bandwidth at their sites, and to supplement private connections with cellular, low-cost Internet and other links. Application visibility, control and performance can be enhanced, delivering greater levels of efficiency and user satisfaction. The system is configured to meet a customer's specific requirements. Redcentric monitors the status of all links for both failure and service degradation and acts accordingly.

## 1.1 Feature summary

- Based on appliances from one of the market leaders in cyber security products
- Per-application tuning and traffic steering
- Makes use of bandwidth that would otherwise be reserved for back-up
- Facilitates local Internet breakout which frees-up bandwidth on private connections and is efficient for traffic destined for Internet-facing applications. e.g. O365 and apps in AWS & Azure

## 2. Service Description

### 2.1 Related products

The SD-WAN Service is designed to augment Redcentric Managed IP-VPN portfolio. Together they represent hybrid WAN, offering a combination of unbeatable features - robust end-to-end assurance and SLA where required plus cost-effective improvement to application performance. Redcentric has a portfolio of services intended to help Customers migrate their compute environments to large public cloud platforms and to help customers implement hybrid compute strategies. The SD-WAN Service has aspects in common with Redcentric Managed Firewall Service. Redcentric also recommends use of its cellular SIM/data bundles to provide quick and simple Internet connectivity to customer sites.

### 2.2 Location for access

The SD-WAN Service is currently available at sites in the UK. Occasionally Redcentric may offer the service at non-UK locations when it is agreed by both parties in writing.

### 2.3 Maintenance notice and scheduled downtime

To provide a robust service, Redcentric occasionally performs upgrade and maintenance tasks on systems and platforms. Details of maintenance windows and how they are communicated are detailed in Redcentric Customer Service Plan is available on request.

### 2.4 Pre-requisites

A piece of SD-WAN CPE equipment located on the customer site connects to both the customer's LAN and the various WAN circuits. The centralised management platform is configured by Redcentric staff with specific details of the customer network. The SD-WAN CPE routes the customer's application traffic according to the policy on the management platform. Traffic can be encrypted over private links as well as public (i.e. Internet) links. Thresholds for delay, jitter and packet-loss can be set 'per application'. The system measures these parameters and routes application traffic accordingly. If desirable, the system can be configured to share application traffic across multiple links. Redcentric monitoring systems poll the devices periodically to identify problems with system parameters (e.g. CPU utilisation), link failures and sustained link quality issues. Redcentric investigates issues relating to services it provides. Issues relating to third-party supplied connectivity are reported to the customer.

For sites that have a link to the Internet (i.e. a direct Internet access [DIA] circuit), the system can be configured to provide local break-out. This is optimal for traffic destined for public Internet facing applications (e.g. applications hosted in Azure or AWS). Providing local break-out also frees up valuable bandwidth on private links that would otherwise be used to carry the traffic to a central breakout point. Valid concerns associated with having many Internet ingress/egress points on the corporate private network are addressed by the fact that the SD-WAN devices are essentially enterprise class firewalls, centrally managed with a single common security policy.

### 2.5 Product Limitations

The Redcentric SD-WAN Service currently has the following limitations, each of which are due to be addressed in future revisions of the product:

- Limited scope for deploying devices Internationally
- Customers do not have visibility of the device management dashboard
- While the service has the potential for extending corporate WAN connectivity to sites very quickly using cellular technologies, an expedited deployment process has yet to be finalised
- A single SD-WAN CPE device is supported at each spoke site

- The level of Hardware Support must be the same for all customer locations. e.g. ALL sites: 12-hour fix

## 2.6 Device Sizing

Redcentric offers a wide range of SD-WAN spoke CPE and hub devices to meet even the most demanding requirements.

Devices are chosen according to a combination of required features, anticipated throughput, and future growth.

Redcentric also offers a cellular modem which can be deployed as part of an SD-WAN solution. This is optimised for use with Redcentric range of cellular SIM/data bundles, which are optionally available.

## 2.7 Service Implementation

A pre-requisite to deployment is a technical information gathering exercise. Information required to deploy the Service includes but is not limited to the following aspects:

- Technical details of third-party connections – IP addressing, DHCP servers etc.
- Applications - priorities & performance parameters
- Firewall security policy which is to be deployed on all endpoints (as per managed firewall)
- Precise address, floor, room & location of circuit termination and CPE location
- Contact details for report recipient(s)

A Redcentric Project Manager will engage with the customer and establish a project plan. The Project Manager coordinates procurement/ordering, configuration, deployment, testing and hand-over tasks.

In most cases, SD-WAN CPE is installed by a Redcentric engineer. For larger rollouts, it is possible for Redcentric to provide straight-forward instructions which can be used by a customer representative on site, to connect the device(s) to the corporate LAN, and to the WAN links.

If the CPE devices are to be deployed by a Redcentric engineer, they will visit the site and undertake installation, configuration, and basic testing between 9:00 and 17:00.

## 2.8 Monitoring

Redcentric polls SD-WAN CPE every minute and retrieves information relating to:

- System parameters (e.g. CPU utilisation and memory usage)
- Layer-2 and Layer-3 detected link failures
- Delay, jitter and packet-loss characteristics on SD-WAN links

The platform is configured with threshold values and quell-times for each of the attributes listed above. If the measured values cross the threshold and stay that way beyond the quell-time, the system automatically triggers an event.

## 2.9 Incident Management

When an event is triggered or identified and validated by a member of the Redcentric support team, a fault ticket is raised. Tickets are managed by engineering professionals in Redcentric operations centre 24x365.

If the issue relates to the SD-WAN platform (CPE or Management elements) or a Redcentric supplied circuit, Redcentric are responsible for managing the fault through to resolution.

If the issue relates to an element not supplied by Redcentric, Redcentric will notify the customer contact. Redcentric does not deal with 3rd -party suppliers directly. The Redcentric support team will

communicate with the customer representative in accordance with the Redcentric Customer Service Plan.

## **2.10 Hardware Maintenance**

If a piece of SD-WAN hardware develops a fault, hardware support results in replacement of the faulty unit.

Redcentric aims to replace faulty hardware the next working day. This level of hardware support is included within the charge. Expedited hardware replacement options are available to meet specific customer requirements. Requirements and provision for expedited hardware replacement must be agreed in writing by both parties prior to finalising a Service Agreement.

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

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

## **2.11 Change**

Redcentric support staff manage the configuration of the SD-WAN components, evaluating and implementing formal change requests submitted by the customer.

The validation and subsequent implementation or rejection of change requests will be performed Monday to Friday between 8 am and 6 pm, with a target completion time of 48 hours for routine changes. Emergency changes are prioritised accordingly, and performance targets are detailed in Redcentric Customer Service Plan (CSP). In accordance with the Redcentric change request procedure, all change requests must be submitted by a designated and authorised Customer technical contact. If Redcentric security engineer cannot validate the change requester against the authorised list, then Redcentric will place the change request on hold and attempt to contact one of the alternative authorised contacts. Redcentric must wait for the request to be ratified by a known authorised contact before proceeding with any firewall change. It is therefore essential that customers provide accurate and current contact information for their designated and authorised staff.

It is extremely easy to weaken network integrity and/or security by submitting a seemingly innocuous change request. Redcentric staff review change requests based only on the information they have available, and therefore Redcentric cannot take responsibility for network weakness resulting from rule-based changes. If Redcentric support staff believe that a rule-based change request compromises the security of the Customer's network, Redcentric may ask the customer to sign a disclaimer stating that they wish to go ahead regardless of the advice offered. In extreme cases, staff reserve the right to reject the change outright; for example, if the weakness could affect other Redcentric customers.

## **2.12 Reporting**

The SD-WAN platform will generate three reports monthly for each SD-WAN CPE device and email them to a list of recipients issued by the customer. The three reports are outlined below.

- SD-WAN & link performance: Covering link SLA parameters and traffic routing
- 360 Protection Report. Includes: CPU, Memory & disk utilisation, max concurrent sessions, session rate
- 360 Security Review. Includes: High risk applications in use, malware, intrusion, and attacks

Additional standard and tailored reports are available at additional charge based upon customer requirements – see Managed SD WAN Price Card for details.

## 2.13 Commercials

Each of the SD-WAN CPE devices delivers enterprise firewall functionality to protect the customer's network perimeter. Consequently, the customer is essentially charged for Redcentric Standard or Advanced Managed Firewall Service depending on requirements. The Standard option offers application-layer firewall capability, and the Advanced option also includes Content filtering, Anti-virus, and Intrusion Detection. (Please see the Redcentric Managed Firewall Service Definition for details).

In addition, a monitoring and management charge applies to each SD-WAN CPE endpoint and cellular modem.

If chosen, Redcentric connectivity services and SIM/data bundles are charged separately – see Redcentric Network as a Service, Service Definition for details.

No bandwidth or usage charges are associated with the Redcentric SD-WAN Service.

## 3. Onboarding and Offboarding

### 3.1 Onboarding

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

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

### 3.2 Acceptance criteria

The following are the acceptance criteria applicable to the SD-WAN service:

- Confirm Redcentric support contact details have been supplied
- Check the LAN connections to the SD-WAN device(s) for speed and duplex mismatches and errors (where possible).
- Test IP connectivity by using permitted protocol traffic from permitted devices on each interface destined for permitted addresses on the other interfaces (e.g. test traffic on port 80 from a device on the internal network destined for a server on the outside network)
- Test functionality and notification mechanisms of UTM capabilities if chosen • Provide customer access to the monitoring dashboard

### 3.3 Offboarding

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

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

#### 3.3.1 Principles

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

##### 3.3.1.1 Removal of Customer Premises Equipment

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

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

##### 3.3.1.2 Additional Transition Assistance

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

## 4. Associated Redcentric Services

The table below provide details of other compatible services with Managed SD-WAN available from Redcentric via G-Cloud 15.

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

## 5. Service Levels and Service Credits

### 5.1 Service Levels

Service Levels for the SD-WAN service elements are detailed in the table below.

Service Levels for underlying connectivity provided by Redcentric is detailed in the applicable Service Definition.

| SD-WAN service element                                          | Service Availability |
|-----------------------------------------------------------------|----------------------|
| Single SD-WAN spoke or hub appliance on a customer site         | ≥ 99.0%              |
| Single SD-WAN hub appliance located in a Redcentric data centre | ≥ 99.5%              |

### 5.2 Exclusions from Availability

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

- Unavailability due to tasks required to implement and test change requests.
- Unavailability due to malicious activity of any kind. e.g. a Denial-of-Service attack (DOS)

### 5.3 Floor Service Level

The Floor Service Level applicable to the SD-WAN Service in respect of Availability shall be 85% in any given Month.

### 5.4 Service Credits

The Service Credits applicable to the SD-WAN service shall be calculated as follows. In the following table:

“≥” means “greater than or equal to”

“<” means “less than”

“MS” means the Charges payable in respect of the SD-WAN service for the same Month for the effected site(s)

| Applicable SD-WAN service                                       | Service Availability | Service Credit |
|-----------------------------------------------------------------|----------------------|----------------|
| Single SD-WAN spoke or hub appliance on a customer site         | ≥ 99.0%              | none           |
|                                                                 | ≥ 98.0% but < 99.0%  | 5% of MS       |
|                                                                 | ≥ 96.0% but < 98.0%  | 15% of MS      |
|                                                                 | < 96.0%              | 20% of MS      |
| Single SD-WAN hub appliance located in a Redcentric data centre | ≥ 99.5%              | none           |
|                                                                 | ≥ 99.0% but < 99.5%  | 5% of MS       |
|                                                                 | ≥ 97.0% but < 99.0%  | 15% of MS      |
|                                                                 | < 97.0%              | 20% of MS      |

## 6. Responsibilities and Accountabilities

### 6.1 Redcentric responsibilities

Redcentric is responsible for the following aspects:

- Connectivity design based on information supplied by the customer
- Configuration of SD-WAN devices and systems
- Physical installation / deployment of devices on customer locations when optionally chosen
- Organise replacement of faulty SD-WAN hardware
- Visit site to identify suitable location of Cellular modem – optional chargeable service
- Upkeep / upgrade / patching of management, reporting and alerting platforms
- Notify customer of third-party connectivity issues

### 6.2 Customer responsibilities

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

- Define firewall rule base and other security parameters
- Provide Redcentric with up-to-date list of staff authorised to submit change requests
- Report and manage faults directly with connectivity suppliers other than Redcentric
- Establish suitable location for cellular modem if required and Redcentric not contracted to undertake this
- Provide Redcentric technical and admin details required for delivery including those detailed in paragraph 2.7 Service Implementation
- Preparation of Local Area Network incl. cabling between SD-WAN CPE location and cellular modem

## 7. Business Continuity and Disaster Recovery

### 7.1 Business Continuity

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

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

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

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

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

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

#### Testing

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

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

#### Network resilience

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

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

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

## 7.2 Disaster Recovery

We recommend that customers take a pragmatic approach to the deployment of SD-WAN firewalls on sites in any one location and recommend that customers consider taking appropriate backup firewalls to ensure the continued connectivity of any individual site. The appropriateness of any SD-WAN firewall resiliency or indeed, the supply of a single firewall SD-WAN service, including service costs, potential downtime risk or non-serviceability of the site during outages, should be considered as part of an overall resiliency strategy.

Since SD-WAN hub firewalls are typically deployed to secure and offer aggregated services, e.g. Internet, VPN ingress/egress, and control dynamic encryption and communications between sites, they represent a risk to any organisation during a loss of service event. As such, we strongly recommend that customers take a pragmatic approach to the deployment of SD-WAN firewall services and encourage customers to consider taking appropriate resiliency options for SD-WAN hub firewalls, including high availability (HA) pairs of devices and/or geographically diversely located firewalls to mitigate against any disaster. The appropriateness of any firewall resiliency options should be considered as part of an overall resiliency strategy and the functionality of SD-WAN services.

## 8. Data Processing

### 8.1 Data processing scope

Redcentric SD-WAN Service delivers a degree of IP network perimeter protection and may involve the storage of summarised traffic and user activity.

### 8.2 Data storage and encryption

- Devices may be configured to encrypt traffic across certain networks.
- By the very nature of the Service, it is necessary for Redcentric to capture, inspect, analyse, and store the customer's traffic/data.
- Redcentric would not have access to the content of the customer's traffic/data in normal circumstances. Under certain circumstances, when managing a support ticket, Redcentric may further capture, inspect, analyse and/or store samples of the customer's traffic to investigate and diagnose specific problems. Such actions will only be undertaken at the request of and in conjunction with the customer.
- The period for which data is stored in relation to the SD-WAN Service is decided by the customer.

### 8.3 Data processing decisions

- Redcentric does not make any data processing decisions in relation to the Redcentric SD-WAN Service. Any processing of data over customer systems when using Redcentric SD-WAN Service is instigated, configured, and managed by the customer.
- Redcentric Support can be asked by the customer to intervene in the event of an issue with the Redcentric SD-WAN Service. In such a case Redcentric may make decisions that affect data processing, but such actions will only be undertaken at the request of and in conjunction with the customer.

### 8.4 Sub-processors

- Redcentric SD-WAN Service may make use of services provided by the selected hardware vendor (e.g. Fortinet, Cisco Systems etc.). These services assist with the identification of security vulnerabilities, weaknesses, exploits, virus, worms etc.
- No other parties are involved in delivering the Redcentric SD-WAN Service, and no other sub-processors are appointed by Redcentric.

### 8.5 Customer access to data

The customer controls its own platforms which use Redcentric SD-WAN Service to carry data, and the customer therefore has full access to its own data.

### 8.6 Security arrangements and options

The Redcentric SD-WAN Service is hosted at both Redcentric and third-party locations. Redcentric's core infrastructure and hosting locations comply with ISO27001 / ISO27002 information security standard and controls.

## 9. Exit Plan

Upon expiration of the Contract where the customer chooses not to renew with Redcentric, the steps set out in paragraph 3.3 will apply.

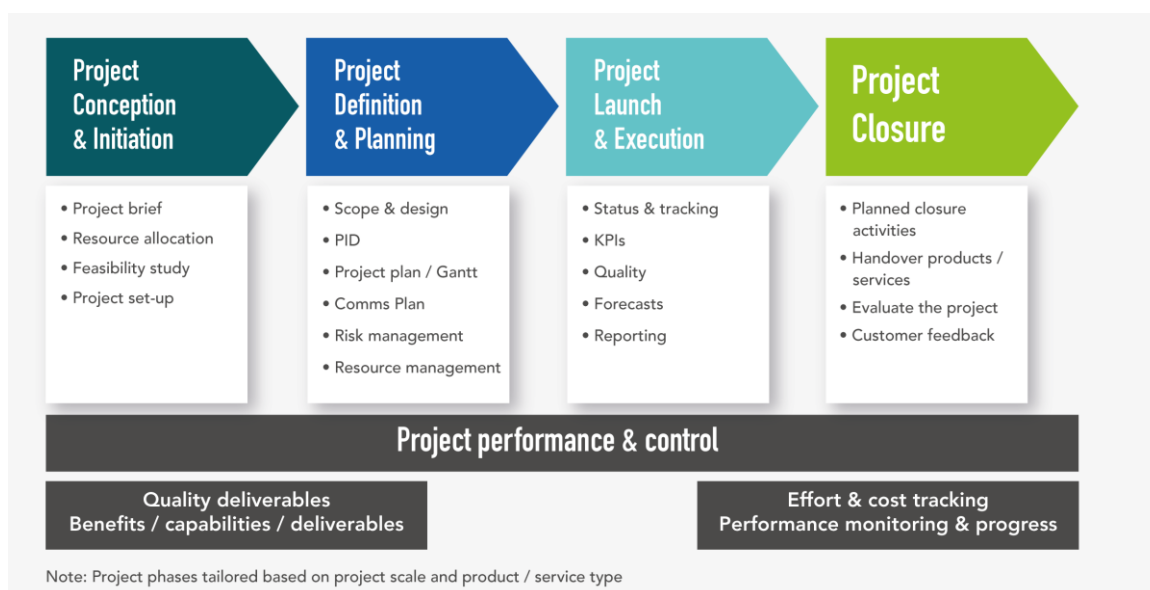
## 10. Project management

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

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

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

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



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

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

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

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

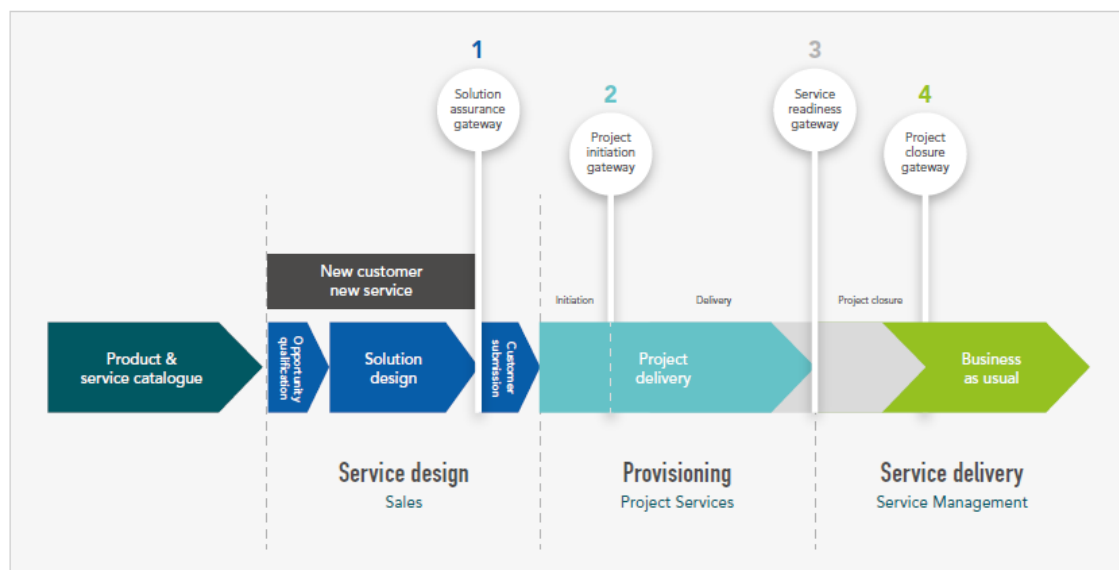
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

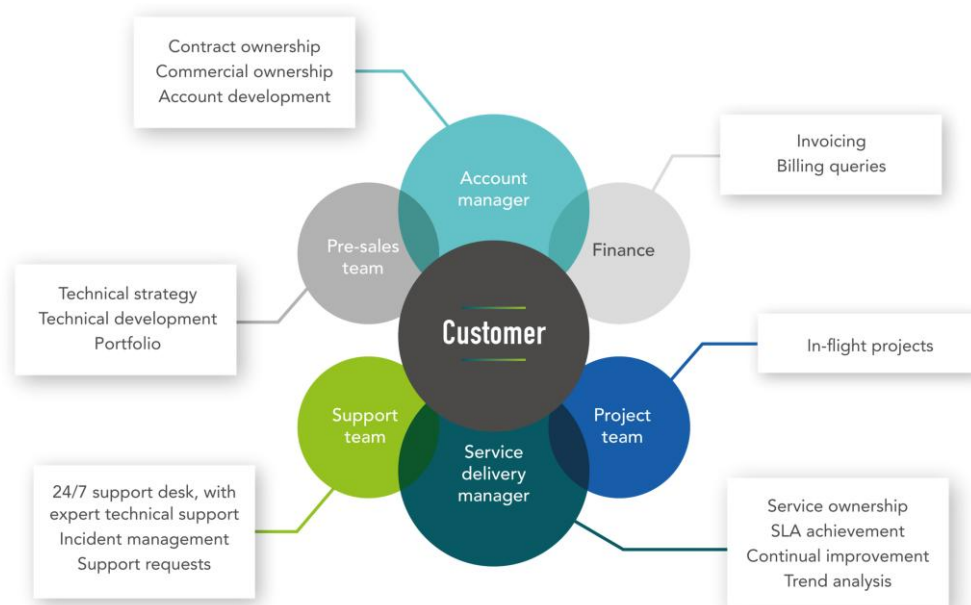
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



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.

# 11. Account management

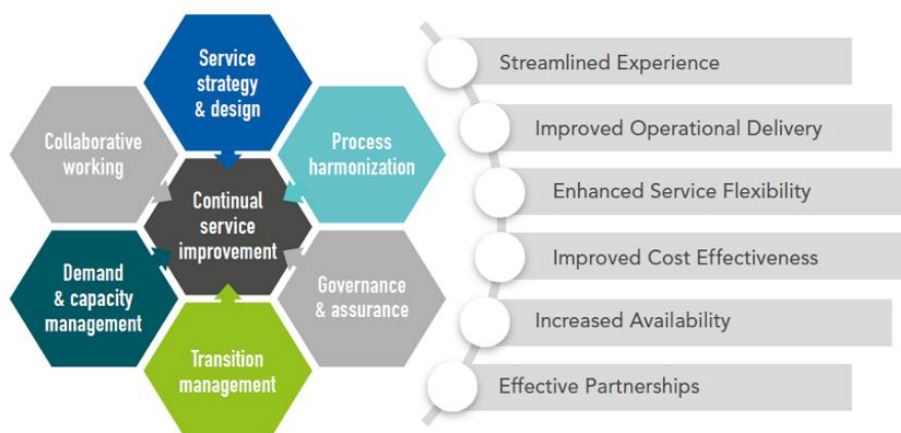
We appreciate the nature of your business demands an exceptional service. We recognise you need to be supported by a team who are not only competent and highly skilled, but also passionate about delivering the right outcome, every time. In our experience, this is achieved by aligning our expertise from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



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

## Sharing Technology advancements with you

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



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

## Working in partnership to drive continuous improvement.

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

## 12. Service management

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

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

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

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

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

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



### What happens at the monthly service review?

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

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

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

## 13. Support Services

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



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



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



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



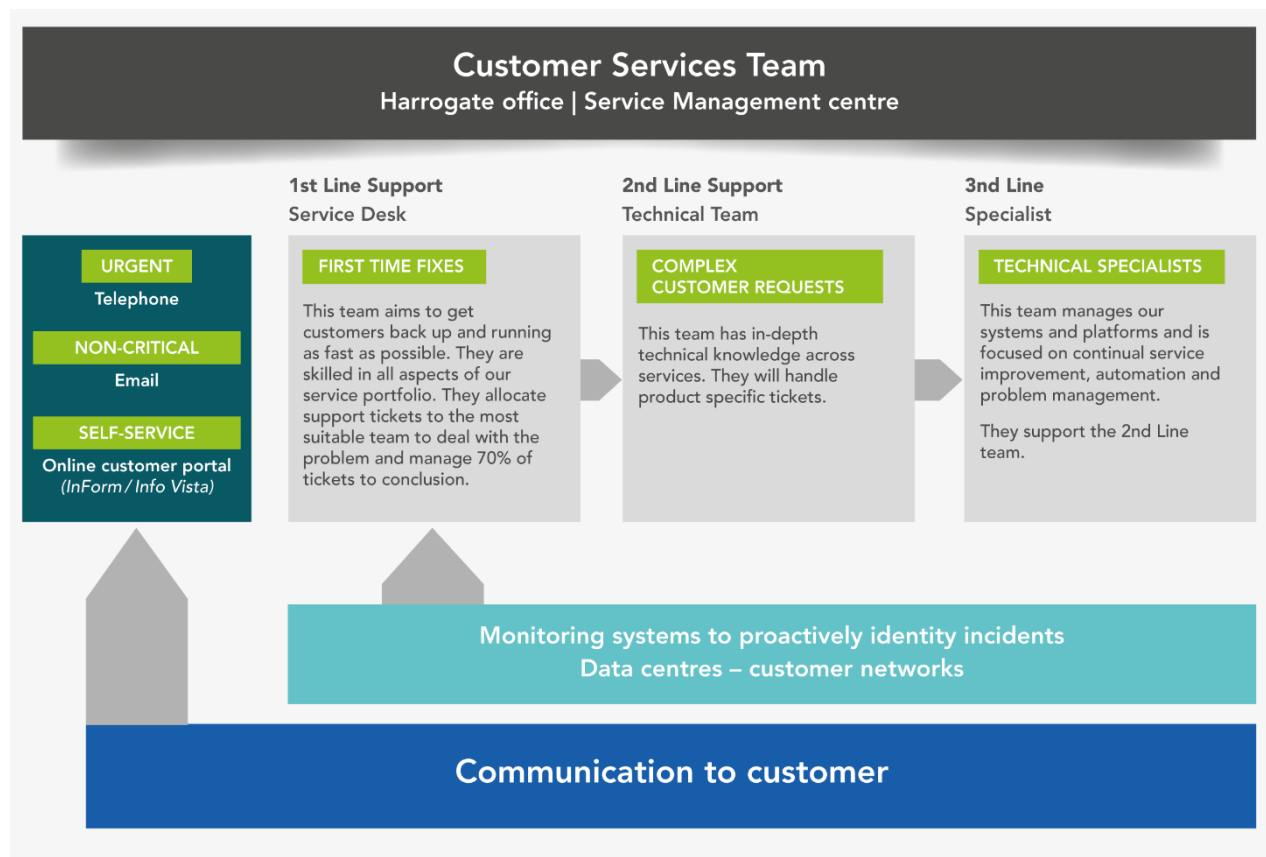
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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

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

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



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

# 14. Information assurance

## Certifications

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

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

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

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

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

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

## ISO

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

## NHS standards

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

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

## HMG / other standards

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

## Networks Connectivity

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

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

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

Copies are available under NDA upon request.

## 15. Professional services

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

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

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

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

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

### Available services

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

## 16. Company profile

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

We provide:



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



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



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

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

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

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

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

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

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

## 17. Why choose Redcentric?



### Owned infrastructure

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



### Expert guide

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



### Customer-centric culture

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



### Open-minded and innovative

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



### Breadth of services

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



### Security and integrity

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



### Outcomes focused

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



### Our teams

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



### Continuous Service Improvement

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



## Proactive

We think and  
act quickly



## Inspired

We create  
excitement through  
innovation

## Trusted

We do what  
we say we will

## Collaborative

We work together  
to deliver  
a common goal

## Transparent

We are open,  
honest and fair





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# redcentric

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AGILE • AVAILABLE • ASSURED

