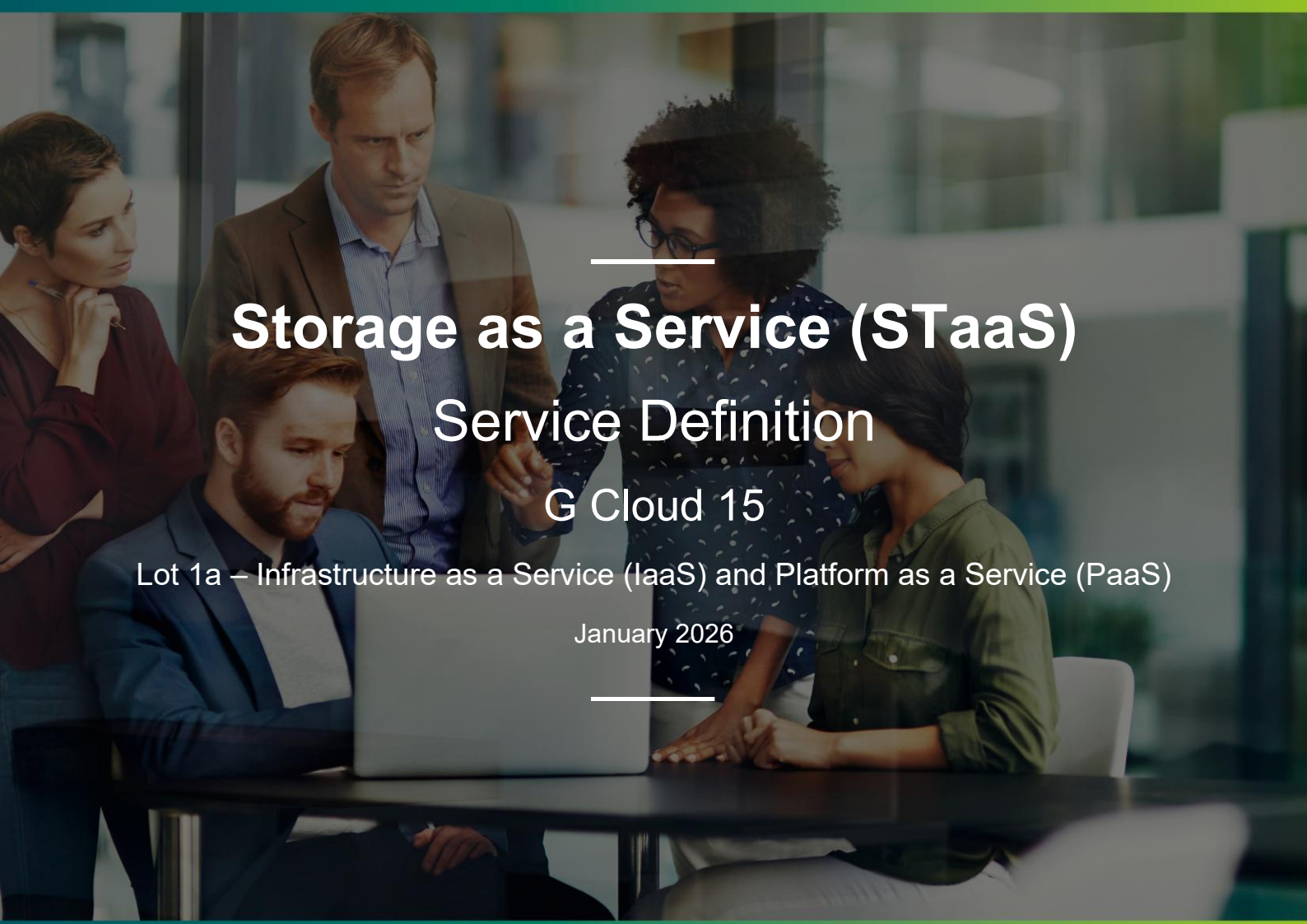




Storage as a Service (STaaS) Service Definition

G Cloud 15

Lot 1a – Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

January 2026

redcentric

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1. Service Definition

This service definition details the scope and operation of the Redcentric Storage as a Service (STaaS) product. The product is offered across two tiers which provide storage management, infrastructure, and provisioning.

The Redcentric STaaS is an ITIL aligned standard, repeatable storage infrastructure, provisioning, and administration service.

1.1. Key Features

STaaS provides cost effective resilient storage capacity backed by NetApp hosted in Redcentric UK datacentres.

Costs are charged on a per GB basis which includes storage management, infrastructure, licensing, and networking. The product is delivered remotely in a repeatable manner using standard processes, tools, and automation. The following service definition provides a detailed definition of service features and associated SLAs. It also describes out of scope activities and linked complementary Redcentric services.

The following illustrates the benefits of partnering with Redcentric:

- Capacity scaling
- Tier 3 data centres
- Monitoring and observability
- Encryption
- Patching
- Access to the Redcentric network
- High availability

1.2. Performance Tiers

Redcentric STaaS has two (2) performance tiers intended to reflect different use cases and to align a customer's business needs and budget appropriately.

Tiers	Premium	Standard
Best for	Databases, virtualized applications, software development, AI/ML	File shares, web servers, log files, back Up files, replication target
Max IOPS/TiB ^[1] (effective capacity)	2048	512
Max throughput MBps/TiB ^[2]	64	16
Latency	< 1 ms	< 4 ms
Minimum commitment	25 TiB	50 TiB

1.2 Key Benefits

- Reduced storage TCO through improved utilisation - enables customers to continually right size the solution based on capacity and performance needs at specific points in time
- Reduced Capex
- Reduced licence management and simplified procurement
- Reduced support costs
- Reduced cyber threat exposure through adoption of vendor recommended architecture and vendor cyber expertise

- Reduced cost and timescales for design/build/migration phase
- Provides customer access to advanced technical capability and vendor expertise
- Access to vendor discounts and Redcentric network reduces costs
- Reduced investment in commodity technology enabling investment in value add/innovation (e.g. IOT (Internet of Things), ML/AI, big data)
- Futureproof platform that will evolve and develop to reflect latest technologies and changing customer requirements

1.3 Scope of Services

1.3.1 Storage Platform Support

- Incident resolution using a standard Incident Management System
- Escalation and engagement with vendors as necessary
- Root cause analyses performed for P1 incidents
- Management, and execution of changes in accordance with a standard change management process and tools
- Representation and participation in incident management Process

1.3.2 Capacity Scaling

- Increase in capacity within contracted tolerance within 5 business days of request being submitted
- Decrease in capacity within contracted tolerance
- Plan for and provide storage changes due to business growth and project implementation based on information supplied by customer and review plans with customer on a consistent basis
- Test and implement storage platform changes, in accordance with proper change management procedures

Changes in capacity outside of contracted capacity will be managed through a review of existing capacity needs and contract refresh. Timeframes on delivery will be on a best endeavours basis.

1.3.3 Tier 3 Datacentres

- Tier 3 ISO aligned data centres
- Carrier neutral
- Minimum N+1 redundancy of power to the data centre
- Minimum N+1 redundancy on the chilled water-cooling system
- Security onsite 24/7/365
- Analogue addressable fire detection system in all areas

1.3.4 Monitoring, Observability and Reporting

- Monitor storage infrastructure integrity
- Disk capacity monitoring and alerting
- Monitor storage backups and replication
- Review of storage capacity/performance and recommendations on optimisation
- Monitor storage platform error logs
- Provision and maintenance of Database support reporting via self-service default dashboard
- Default Dashboard includes – Capacity, IOPs & Throughput.
- Requests to modify the default dashboard view, will be considered and are subject to additional charges via the change control process.

1.3.5 Security & Encryption

- Implementation of, and adherence to, relevant agreed, customer IT policies and procedures and in accordance with Redcentric standard processes
- Security audit compliance in adherence to agreed customer IT policies and procedures and in accordance with Redcentric standard processes
- Security patch updates (hot fix)
- Customer Unique Encryption (Shared / Dedicated)

1.3.6 Patching

- The patch management service provides a quarterly security review and remediation process.
- Redcentric will provide suitable engineering resources to meet the agreed Patching Schedule
- Raising any Service request for patching

The customer is responsible for:

- Supporting the required patching schedules including maintenance windows with Redcentric.
- Redcentric shall not be liable to the customer (including, without limitation, to meet Service Levels) if the customer fails to agree to planned outage windows.

1.3.7 Access to the Redcentric Network

The Redcentric STaaS offers a comprehensive solution, integrating network and SAN connectivity for enhanced flexibility and security throughout the service lifecycle. This holistic approach ensures a seamless and reliable storage solution aligned with customers' network requirements, simplifying management, and boosting IT infrastructure resilience and performance.

- 10Gbit ethernet connectivity to the shared STaaS network
- 1Gbit ethernet where required for legacy support
- 32/16 Gb fibre channel connectivity to the shared STaaS SAN. (Additional zoning on request)
- Remote access / Site mirroring
- Customer dedicated solutions
- Customer owned hardware integration solutions

1.3.8 Unified storage (Block/File)

- Single storage protocol (Block)
- Single storage protocol (File)
- Single storage protocol (Object)

1.4 Service Requirements

Below is a list of requirements for Redcentric to be able to deliver storage services. Some are strict requirements unless stated as optional which depend on what a customer has consumed on the STaaS platform

Required Item	Description
Internet	Outbound internet access for reporting.
Access Documentation	Client is provided information on support access methods.

Required Item	Description
Ticketing	All Priority 1 incidents are logged, and the client must follow up with a telephone call into support.
Customer Connectivity	External or off-site connectivity to storage resources is the responsibility of the Customer. This Service Definition does not include the supply of any connectivity Services from Redcentric. Redcentric connectivity Services can be supplied if required, subject to a separate Order.
System Requirements	It is the Customer's obligation to make sure that their own systems work in conjunction with the Redcentric storage platform. Redcentric will assist with the hardware interoperability validation during the service scoping phase.

2. Service Delivery

2.1 Migration Support

Migration support is available as an additional service component charged as a one-off activity. It is delivered jointly by Redcentric alongside 3rd party vendor (e.g. NetApp). There are options for fully managed and joint (i.e. with support from the customer) migrations which will be reflected in the price.

Migrations are delivered using a standard 5 stage methodology as shown below.



2.2 Onboarding

The following sections provide information on what customers should expect to receive from Redcentric as part of their Onboarding. It is intended as a high-level guide to help customers understand what's required to ensure the delivery of a successful service and covers customer responsibilities as well as the responsibilities of Redcentric.

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. There is also a further gateway prior to project initiation, that ensures a smooth handover into project services.

The Onboarding responsibilities outlined, will be agreed, and may vary depending on the hosting model in place (i.e. whether Redcentric or Customer hosted may change responsibility for some required tasks).

Redcentric will align a Project Manager (either dedicated for STaaS implementation or as part of a wider managed service project) to run a project kick off, create a project plan, align resources and track progress to the agreed timescales. The Customer is responsible for certain activities or the provision/agreement of certain pre-requisites to permit delivery of the STaaS, as described below. Before commencement of the Redcentric STaaS, following transition tasks must be completed:

Responsibilities	
Redcentric	Customer
- Implement the Redcentric standard services toolset (e.g. monitoring). - Compile support documentation. - Align a Redcentric Storage Engineer to act as a single point of contact for the purposes of the transition activities. - All System Administration (SA) access to instances that are to be transitioned is removed/downgraded to the least required privilege. - Only the Redcentric Storage team should have SA access.	Assign one point of contact to work with Redcentric during transition. Such points of contact shall be authorised to make decisions required for the transition plan activities to proceed.

2.3 Service Delivery Management

Service Delivery Management is the overarching management of the end-to-end contractual deliverables of the Business as Usual (BAU) service.

Redcentric will designate a Service Delivery Manager (SDM) to act as the primary liaison between the customer and Redcentric operational, architectural, and commercial functions. The SDM will be responsible for the following:

2.4 Scope Inclusions

In the event of a hierarchical service escalation, work with the service desk and operations team to ensure BAU service is restored.

Owning any deficiencies in service and act on new requirements that would modify the contract

At regular intervals, measuring how satisfied a customer is with Redcentric services and, over time, the trends shown by this information can be used to manage service levels

2.5 Schedule and facilitate Service review meetings.

Service Review Meetings will be conducted remotely via a web collaboration tool (e.g. Teams), or at the Customer site, covering the following:

- Review and discuss KPI performance
- Customer Satisfaction
- Service Enhancements

2.6 Standard Service Review reporting

- Telephone/Remote Support - All Support/Managed Services are delivered remotely unless on-site engineering is contracted separately.
- 24x7x365 Service Desk
- Access to the Redcentric ITSM platform and L1 Service Desk Analysts for first line fix or resolution.

3. Associated Redcentric Services

The table below provides details of other compatible services available from Redcentric via G-Cloud 15.

Service Name	Service Summary
Redcentric Cloud	Redcentric Cloud is a cloud solution designed to provide a versatile and cost-effective option for Public Sector customers. Delivering virtualised server, storage and network infrastructure using an opex-based consumption model. The platforms are managed by Redcentric covering performance, capacity, patching, installation, upgrades for data marked " official "
Redcentric Sovereign Cloud	Redcentric Sovereign Cloud is a community cloud solution for consumption by UK Public Sector organisations, delivering virtualised server, storage and network infrastructure through discreet public sector networks using an opex-based consumption model. The platforms are managed by Redcentric covering performance, capacity, patching, installation, upgrades for data marked " official-sensitive "

4. Service Availability

4.1 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

4.2 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.

4.3 Service Levels

Target availability for the Redcentric services underpinning the customer services.

Service	Target Service Level	Definitions
Redcentric Service Desk	99.999%	Service Desk availability to raise support requests.

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's chosen monitoring and event handling and the 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 = $\frac{\text{Agreed Service Hours} - \text{Service Downtime Hours}}{\text{Agreed Service Hours}} \times 100\%$

Notes:

- 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.

5. Responsibilities and Accountabilities

5.1 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
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

6. Business Continuity and Disaster Recovery

6.1 Business Continuity

Redcentric under its ISO22301:2019 Business Continuity certification, operates and maintains a robust Business Continuity Management System (BCMS). The BCMS scope includes;

- Data Centres
- 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 Centres, or dual site services configured as active-active.

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

Testing

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

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

Network Resilience

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

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

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

6.2 Disaster Recovery

Resilience is built into the StaaS platform. The use of NetApp ONTAP software supports three levels of RAID protection for local tiers (aggregates). The level of RAID protection determines the number of parity disks available for data recovery in the event of disk failures. With RAID protection, if there is a data disk failure in a RAID group, ONTAP can replace the failed disk with a spare disk and use parity data to reconstruct the data of the failed disk.

Customers can enable additional DR capability using multi-site/multi-region architectures through active/active or active/passive configuration. This will be agreed with the customer during the design and onboarding phase.

Customers with existing NetApp storage hardware can utilise StaaS as a DR target.

Replication and snap lock features are available within the platform as native features meaning DR can be enabled very easily.

StaaS is also compatible with Redcentric Disaster Recover as a Service for customers that require managed DR.

7. Data

7.1 Personal Data Processing Statement

Note that in completion of this Statement, the Customer is the Controller and Redcentric is the Processor unless otherwise stated.

7.2 Nature and purposes of the processing

All personal data is stored in UK Data Centres unless otherwise stated. Some personal data may be accessed by our Support operation in Hyderabad, India. This access is to authenticate Customer users following a support request or to troubleshoot incidents and is required to satisfy obligations under the Contract. This is subject to controlled remote access using Redcentric owned devices only and is operated under an International Data Transfer Agreement between Redcentric Solutions Limited and Redcentric India.

It will be necessary to store Customer commercial users' personal data to manage the Account and provide Service, and to raise invoices.

The solution, service desk provision and data back-up facilities are in Data Centres in the UK unless otherwise stated. Redcentric also provides monitoring, management, back up, incident resolution and reporting.

The legal basis for the processing is to satisfy the obligations contained within the Customer Contract.

7.3 Duration of the processing

From the start date of the contract until seven years after the expiry or termination date. It may be necessary to retain data beyond this time according to UK Law.

7.4 Categories of Data Subject

Customer Commercial, Account, Technical, and Finance personnel.

7.5 Categories of Data Subject International Transfers

It may be necessary for our Support operation in Hyderabad to access personal data to authenticate Customer users following a support request or to troubleshoot incidents. The personal data may include first name, last name, role title, telephone number, which may be checked against a pre-approved list.

7.6 Sub Processors engaged by Redcentric (sub-contractors)

All Redcentric suppliers (sub-processors) are checked for compliance with UK GDPR as part of onboarding and regularly reviewed.

7.7 Types of Personal Data Processed

The following data is processed:

- Customer Administrator details (Username, First and Last names, email address, Job Title).
- Customer Commercial and finance details (First and Last names, email address, Job Title).

7.8 Special Category Data

No special category data is accessed by Redcentric personnel.

7.9 Data Processing Location

- UK

- EEA (EU)
- Adequate Country (UK, US; (commercial organisations participating in the EU-US Data Privacy Framework), Canada, Israel, others)
- International Data Transfer Agreement in place (Redcentric India)

8. Exit Plan

Users retain full control of their data throughout the contract period. At the contract end period they will have the option to either delete the data or extract to a compatible storage target. As part of any data deletion process all associated encryption keys will also be deleted.

Users will also have the option of physically removing the hardware subject to a final payment.

An exit plan will be agreed that will:

- assist the customer in facilitating the transition of the Redcentric Services from Redcentric to a replacement supplier
- provide an estimate of the scope of transitional assistance that may be required by the customer and suggest how such assistance might be provided (if required); and
- provide an estimate of Redcentric personnel that may be required to provide transitional assistance and suggest the management structure to be put in place and employed to provide such transitional assistance.

Where the customer requests the provision of additional transitional assistance, in addition to their initial requirements, Redcentric shall provide such assistance as an additional service. The additional transitional assistance shall be chargeable at the Redcentric prevailing time and materials consultancy day rates.

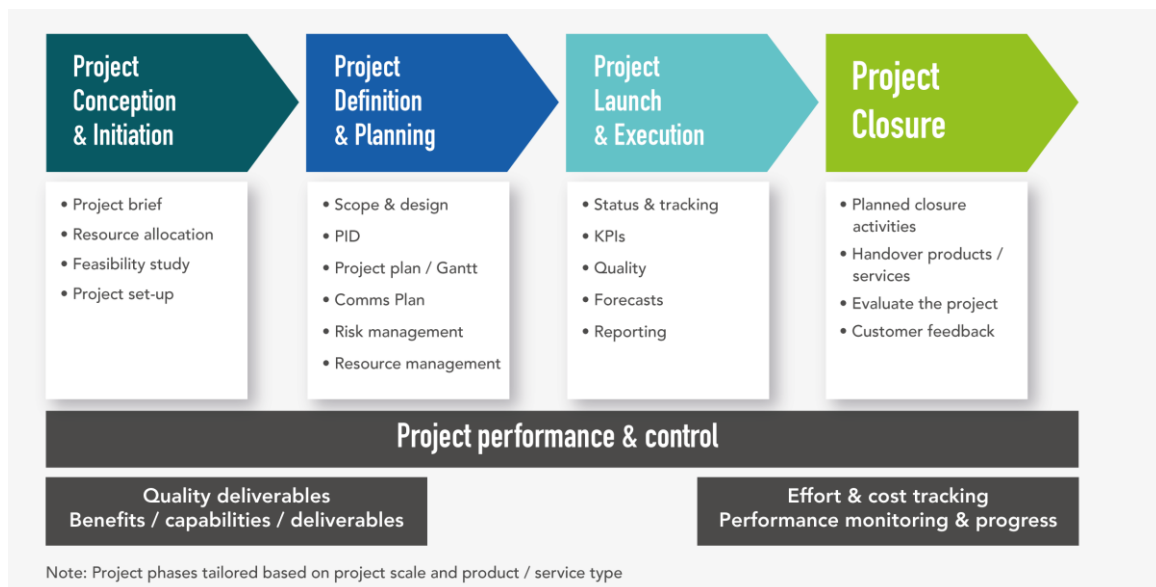
9. Project management

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

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

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

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



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

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

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

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

Quality assurance processes are embedded throughout the delivery lifecycle, underpinned by our ISO 9001, 14001, 20000, 22301 and 27001 certifications and supported by our centralised programme management office.

The project toolbox

We will use a suite of project tools designed to ensure your project delivery is seamless, transparent, managed effectively, and delivered to your agreed specification. Each device has been refined over time based on our experience and as our knowledge evolves with the introduction of new technologies.

- Project initiation document to develop a detailed scope of your requirements
- Comprehensive project plan to refine the delivery approach
- High level solution design
- Low level solution design
- RAID Log to identify, control and govern project risks
- Site audit report to help identify issues and challenges at each project location

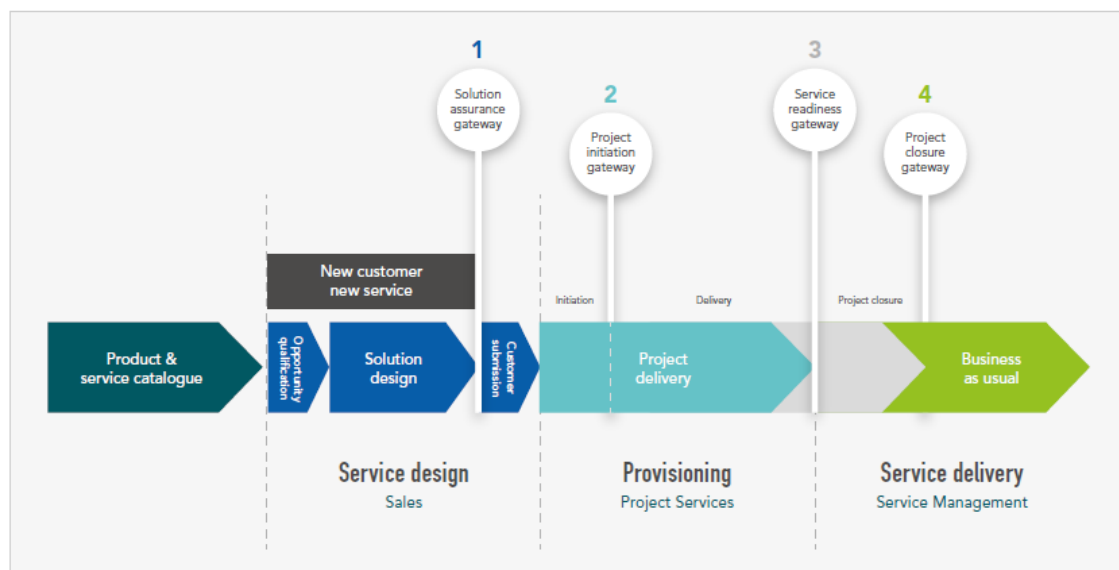
- Test plan to minimise disruption to your business operations
- Communications plan that defines what information to share and with whom
- Site implementation tracker to record the migration progress
- Weekly highlight report providing project updates
- Customer Service Pack
- UAT Test Report – per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

Transition management

It is important to Redcentric that you experience a seamless and smooth transition into your service management team. With an established and proven approach to transitioning customers from solution design, through to projects and into your support team. Redcentric are confident you will feel supported and comfortable for the project team to step back, to let the service management team take over.

Using an effective project delivery approach throughout your transition journey, will ensure:

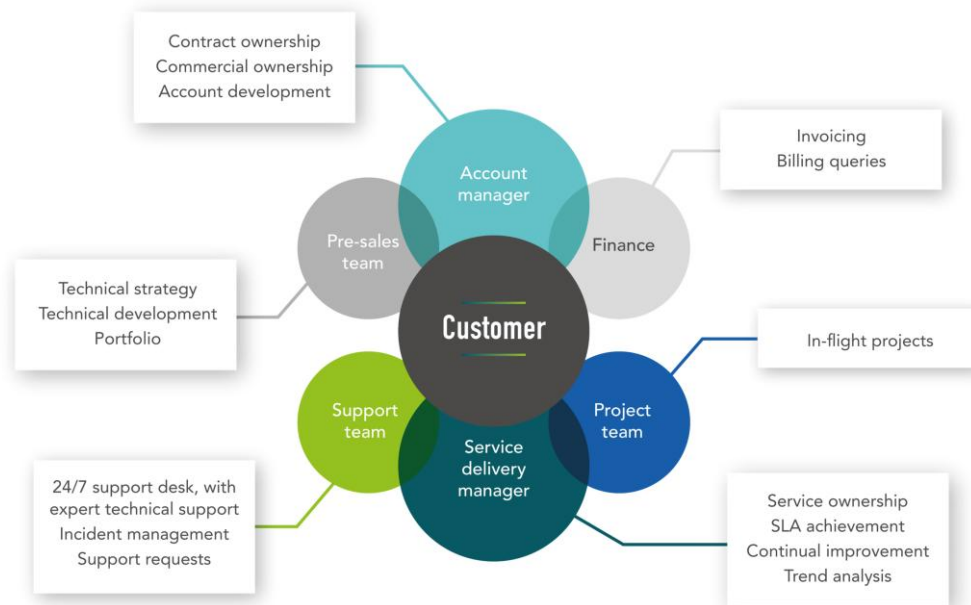
- Technical delivery is achieved on time and to specification
- The support model is fit for purpose and available at service commencement
- You will experience a 'soft landing' with minimal disruption to service.



With 30 years of track record of delivering projects, Redcentric is knowledge and approach to mitigating risk during the project transition phase is based on experience. Their mature and proven approach is employed as a standard risk management framework which flows from initial bid stage through to project delivery, and into live service.

10. Account management

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



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

Sharing Technology advancements with you

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



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

Working in partnership to drive continuous improvement.

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

11. Service management

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

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

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

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

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

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



What happens at the monthly service review?

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

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

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

12. Support Services

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



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



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



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



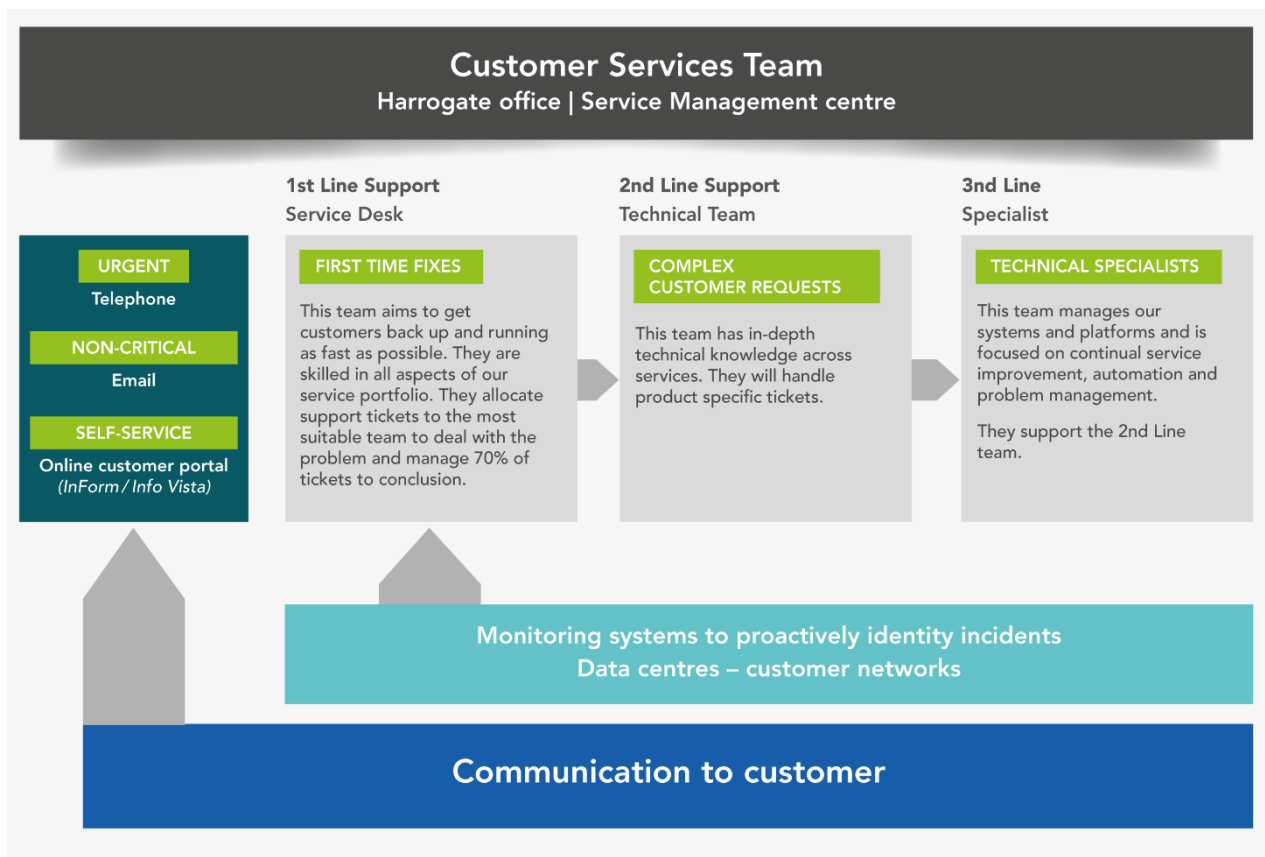
We have thoroughly documented the major incident and customer service plans, which detail how we operate in business-as-usual scenarios and during major incidents.



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

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

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



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

13. Information assurance

Certifications

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

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

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

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

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

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

ISO

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

NHS standards

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

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

HMG / other standards

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

Networks Connectivity

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

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

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

Copies are available under NDA upon request.

14. Professional services

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

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

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

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

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

Available services

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

15. Company profile

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

We provide:



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



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



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

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

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

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

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

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

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

16. Why choose Redcentric?



Owned infrastructure

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



Expert guide

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



Customer-centric culture

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



Open-minded and innovative

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



Breadth of services

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



Security and integrity

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



Outcomes focused

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



Our teams

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



Continuous Service Improvement

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



Proactive

We think and
act quickly



Inspired

We create
excitement through
innovation

Trusted

We do what
we say we will

Collaborative

We work together
to deliver
a common goal

Transparent

We are open,
honest and fair





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redcentric

AGILE • AVAILABLE • ASSURED

