



Red Oak Consulting
Expert advice, exceptional delivery



Service Definition Document

G Cloud 15 Framework

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INTRODUCTION

This document forms part of the response to G Cloud 15 Lot 3 – Cloud Support. This service definition document will outline the services which will be offered by Red Oak Consulting for HPC, Cloud and AI Infrastructure Consultancy support and HPC Cloud Managed Support service.

OUR BUSINESS

Red Oak Consulting – Leading HPC & Cloud Expertise Since 2004

Founded in 2004, Red Oak Consulting was established to meet the growing demand for high-quality, specialist advice in High-Performance Computing (HPC). As the IT industry has evolved toward cloud technologies, we have embraced the opportunities this brings to traditional HPC communities. Cloud computing enables new and innovative ways to transform ideas into actionable outcomes through computation. Today, with the rapid advancements in Artificial Intelligence (AI)—powered by HPC—the need for robust, scalable solutions has never been greater.

Who We Are

Red Oak Consulting is the UK's leading independent HPC and cloud consultancy, delivering end-to-end services across the entire lifecycle of HPC and cloud solutions. Our expertise spans:

- **Strategy Development & Business Case Sign-Off;**
- **TCO & Financial Modelling;**
- **Stakeholder Management;**
- **Procurement Support;**
- **Requirements Analysis & Technology Assessments;**
- **Commissioning, Testing & Migration;**
- **Security & Change Management;**
- **Project Management & Risk Mitigation;**
- **Solutions Analysis.**

Expanded Service Portfolio

In addition to our core consultancy services, we provide:

- **Optimisation of Workflows and Applications**
- **Managed Services**
- **Workflow Analysis**
- **AI Infrastructure Design and Deployment**
- **Hybrid Cloud and On-Premises Solutions**

Our team of industry-renowned consultants combines deep technical knowledge with proven methodologies to ensure successful outcomes for every client.

Our Credentials

- Certified Cloud Solutions Architects across Microsoft Azure, Amazon Web Services, and Google Cloud.
- Over 140 HPC projects and 45 cloud projects delivered across academia, corporate, public, and government sectors.
- Instrumental in the procurement and installation of two Top 20 supercomputers.

- Leading the UK market with 40+ HPC procurements in the last decade, managing budgets from £100k to £45m.
- Expertise across UK and EMEA, providing insight and best-in-class solutions for diverse environments.

Our Values

Our success is built on core principles:

- **Professionalism**
- **Integrity**
- **Expertise**
- **Customer First**
- **Reliability**
- **Trust**

We understand that HPC and cloud journeys involve significant change—and change brings risk. That’s why we’ve developed industry-leading processes and methodologies to manage and mitigate these risks, ensuring smooth transitions and measurable results.

Why Red Oak?

- **Independent & Unbiased:** We have no vendor affiliations—our advice is always in your best interest.
- **Proven Track Record:** Decades of experience delivering complex HPC and cloud solutions.
- **Customer-Centric Approach:** Your success defines ours.

OUR CONSULTANTS

At Red Oak Consulting, our consultants are more than technical experts—they are seasoned professionals with diverse backgrounds and decades of experience across multiple industries. Their expertise has been shaped by working in global corporate enterprises, high-performance sectors such as Formula 1, leading research institutions and across both government and academia, giving them a unique ability to tackle complex challenges from every angle. This breadth of experience means our team understands the pressures, priorities, and nuances of different environments, enabling them to deliver solutions that are both innovative and practical.

What truly sets our consultants apart is their passion for excellence, professionalism, and unwavering commitment to customer success. They combine deep technical knowledge with a collaborative approach, building trust and forging long-term partnerships with clients. Whether navigating intricate HPC architectures or designing hybrid cloud strategies, our consultants bring clarity, confidence, and results.

What Makes Our Team Unique

- **Diverse Industry Expertise:** From cutting-edge research to high-pressure corporate environments, our consultants understand the unique demands of different sectors.
- **Proven Track Record Across Key Sectors:** We have **leading expertise in academia and government**, as well as corporate and public sectors, enabling us to deliver solutions that meet the highest standards of compliance, security, and performance.
- **Passion and Professionalism:** Every consultant shares a commitment to excellence and a personal drive to deliver success for our clients.
- **Building Trust and Partnerships:** Our approach fosters confidence and long-term relationships, even in the most complex projects.
- **Innovation and Practicality Combined:** We don’t just design solutions—we ensure they are future-ready, cost-effective, and aligned with your strategic goals.



- **Continuous Learning and Thought Leadership:** Each consultant completes up to 40 hours of professional development annually, and our team regularly speaks at leading industry conferences, keeping us at the forefront of HPC, cloud, and AI advancements.
- **Risk Management and Delivery Excellence:** Our industry-leading processes and methodologies ensure projects are delivered on time, on budget, and with minimal risk to your business.

How We Work

We promote a collegiate culture of excellence, ensuring seamless collaboration with your local teams—whether IT, finance, facilities, user communities, or broader business stakeholders. Our consultants focus on:

- **Risk Mitigation**
- **Timely Delivery of HPC or Cloud Solutions**
- **Operational Success for Every Project**

Continuous Development

To remain at the forefront of technology, Red Oak Consulting runs an extensive continuous professional development program, with each consultant completing up to 40 hours of training annually. Our expertise is recognized globally through regular speaking engagements and tutorials at leading industry conferences, reinforcing our position as trusted thought leaders.

OUR COMMITMENT TO EXCELLENCE

At Red Oak Consulting, we don't just deliver projects—we deliver outstanding results and exceptional service. Our promise to every customer is simple: unmatched expertise, deep industry knowledge, and best-in-class IT solutions every time. Backed by industry-leading processes and proven methodologies, we ensure that every engagement creates measurable value and long-term sustainability for your business.

Whether you need us to lead complex projects, advise your board, manage stakeholders, develop TCO models, build robust business cases, support procurement, or handle any stage of the HPC or cloud lifecycle, Red Oak Consulting is the partner you can rely on—with people you can trust.

OVERVIEW OF OUR SERVICE

Red Oak Consulting – Leaders in HPC, Cloud & AI Infrastructure

At Red Oak Consulting, we are recognised as leaders in High-Performance Computing (HPC), Cloud, and AI Infrastructure. Our sole focus on these specialist areas means we deliver solutions that meet the most complex challenges with precision and confidence.

With over 180 years of combined expertise across our consultancy team and a proven track record of success, we have completed numerous HPC Cloud projects for organisations in the UK, EMEA, and USA. Our reach is global, but our approach is personal—we work closely with your business to understand your goals, your people, and your objectives.

We have helped many customers overcome significant challenges, particularly across government and academia, where security, compliance, and performance are critical. Our experience spans all sectors, enabling us to deliver tailored solutions that drive innovation, accelerate production, and optimise costs.

Every engagement is underpinned by stringent procedures and processes, following the PRINCE2 methodology to ensure structure, clarity, and accountability. Our commitment to quality and security is demonstrated through our ISO 27001 (Information Security) and ISO 9001 (Quality Management)



accreditations. Risk mitigation is at the heart of everything we do, giving you confidence that your HPC and Cloud journey is secure, efficient, and future-proof.

From initial strategy and readiness assessments to proof-of-concept, pilots, and full-scale migrations, we provide end-to-end solutions tailored to your needs—whether Cloud, On-Premise, or Hybrid. We strengthen internal teams, build capability, and help you unlock new opportunities for growth.

At Red Oak Consulting, we don't just deliver technology. We deliver clarity, confidence, and measurable results. We help you get the answers you need, reduce complexity, and ensure your investment delivers maximum value.

Your success is our mission. Your future is our focus.

Hours of Service

Red Oak Consulting consultants are available to work Monday to Friday from 0900 to 1730 hours excluding UK bank holidays. If and when appropriate are staff do work longer hours in the interest of project delivery and project timelines. Red Oak Consulting HPC Cloud Support service is operational from 0800 to 1800 hours Monday to Friday, excluding UK bank holidays.

SERVICES WE ARE ABLE TO OFFER

Through our team's demonstrable expertise, we can offer consultancy support for all elements of HPC and Cloud. No matter what the requirement, the challenge, or the situation our team will deliver guidance, support and ultimately the most cost effective, sustainable solution. Detailed below is an overview of the service provided by our team of consultants:

Cloud Vision and Strategy: Through our consultant's extensive knowledge of the Cloud we are able to provide assistance to your business in writing your Cloud Vision and Strategy, be it, for the short or long term. This strategy will include current positioning, a full assessment of the services available and how to get the desired result in the agreed timeframe for your business.

HPC Strategy and Business Case: Our team helps customers turn HPC into a strategic growth lever. We help you build a clear, ROI-driven business case that accelerates innovation, optimises costs, and delivers competitive advantage. HPC isn't just infrastructure—it's a catalyst for transformation.

Cloud Suitability of Assets: Our team of experts, through their knowledge and understanding of the cloud marketplace, will assess where in your business cloud is best suited and which application will deliver your core objectives in the most seamless manner. Our people will assist in demonstrating the true costs involved allowing you to have all information to allow you to make the right decision for your business's future.

Cloud Value & TCO Analysis: Red Oak has devised their own unique financial model for aiding the prediction of total life time cost of an organisations Cloud requirement. This model has a proven track record of success and continues to bring many companies ongoing financial savings and complete understanding.

Board Level Stakeholder and Strategy Management: We are able to provide assistance to senior stakeholders in writing their long-term Cloud Strategy for their business. This strategy will include current positioning and how to get the desired result in the agreed timeframe.

Requirements Capture: The success of any project relies on the accurate and complete data capture of business requirements from the very beginning. Red Oak will work with all users, researchers and stakeholders across your business to ensure 100% of requirements are captured in a timely and professional manner, whilst elevating any concerns or uncertainty.



Project Management: Our fully qualified team of project managers utilises the Prince 2 project management process. As a team, we will be responsible for the full management of the project, deliverables, roadblocks and stakeholder management. Our projects managers will communicate regularly ensuring there is never any unknowns or uncertainties within the project. Our process enables managing risk from initial stages the earliest time possible. Widely understood, experience has shown that adapting to this process it has a proven record of delivering around 1000 times cheaper to the customer.

Risk Management: Our team of consultants will oversee every aspect of the Cloud transition within your organisation. We will take full responsibility and manage the entire process. We will ensure minimal disruption to your day-to-day business activities whilst mitigating any risk.

Procurement HPC: Our experts make HPC procurement a strategic advantage by working alongside your existing procurement team, bringing the deep technical insight and nuance critical for success. We simplify complexity, ensure cost transparency, and align every decision with business goals—turning a high-risk process into a value-driven investment that accelerates innovation and delivers measurable ROI.

Procurement Cloud: Still in its IT infancy, can be complicated purchase and if handled incorrectly could end up costing your business millions. Our consultants are able to support your business through the entire procurement cycle; from writing the initial ITT to evaluation and then be on hand to ensure a successful and timely implementation.

Transition Management: If you are procuring Cloud for the first time or if your business is moving from traditional HPC to the Cloud your business will have to make some fundamental changes in current process. Our team of consultants will oversee this transition for you, taking full responsibility and managing the entire process. We ensure minimal disruption to your day to day business activities whilst mitigating any risk.

Cloud Comparison: With various providers and services associated with Cloud a full and in-depth knowledge of the choices available to you are critical. Our team of consultants will work with you to ensure the right solution is sort for your business. Under-estimating the differences within the cloud could be a source of delays and lost opportunity. We can advise on how best to proceed with a long-term strategy in mind.

Cloud Migration Our fully certified Cloud Solution Architects are able to scope, design, test and implement all High-Performance workflows over to the cloud. Our team of highly skilled consultants will work with you from requirements capture to ensure the right cloud solution, both technical and non-technical, is designed for you. Through our expertise we ensure the migration from on-premise to cloud is seamless, timely and within budget.

Cloud Taster Red Oak Consulting has created a product that will allow customers to get a glance of running HPC workloads in the cloud. Customers will be able to run up to three workloads on a cluster, with the help and support of the UK's leading HPC Consultancy. Customers will have their own standalone cluster, be able to run their own benchmarks and achieve their own results. You will get to experience and see first hand what the cloud could do for your business.



Hybrid HPC: Our consultants will help you navigate the complexity of hybrid HPC by working with your team to identify the right solution—whether cloud, on-premises, or a mix. We bring deep technical insight to evaluate differences, understand your business, users, and workloads, and deliver an architecture that maximizes performance, cost-efficiency, and scalability. With Red Oak, hybrid HPC becomes a tailored strategy, not a compromise.

Workflow and Application Analysis: Our HPC specialists turn complexity into clarity with deep workflow and application analysis. We uncover hidden inefficiencies, pinpoint performance bottlenecks, and align workloads with the right HPC architecture—ensuring every resource drives measurable business value. By combining technical precision with strategic insight, we transform your HPC environment into a high-performance engine for innovation and growth.

Benchmarking: One of the most important phases of any procurement or Cloud migration. Workflow requirements differ with various focal points and objectives. The associated running costs can be optimized by conducting rigorous, in-depth benchmarks. If benchmarking is not conducted correctly, it is a strong possibility that the wrong hardware is being utilized to run bespoke software and thus incurring unnecessary long-term costs. It is the job of a dedicated technical specialist to understand a workflow's requirement to better equip a Cloud infrastructure with the correct SKU or equivalent in the on-premise example undergo the correct procurement selection. Our team will test performance, speed, agility and understand cost giving the customer maximum productivity at the best value.

HPC Optimisation: Our team delivers precision HPC optimization by analysing system architecture, workload characteristics, and application performance at scale. We identify bottlenecks across compute, storage, and interconnect, fine-tune configurations, and implement advanced scheduling and resource management strategies. Our approach ensures maximum throughput, reduced latency, and optimal utilisation—transforming your HPC environment into a finely tuned platform that accelerates all workloads while minimising total cost of ownership.

Data Centre Audit: Our consultants deliver comprehensive HPC data centre audits with actionable recommendations that drive real improvement. We assess power, cooling, network topology, and hardware utilization to uncover inefficiencies and risks. Our experts provide clear, prioritised steps to enhance performance, resilience, and scalability—ensuring your infrastructure is optimised for today's workloads and future growth. We don't just identify problems—we deliver solutions.

HPC Storage: Significant IT budget is spent on storage: procurement, security, availability and life cycle. At Red Oak Consulting, our highly skilled experts have the knowledge to advise on architecture, costs and modelling. We will allow you to fully understand the right storage options, optimising storage for you, making sure you are not paying over the top.

Financial Management: Understanding your HPC costs is critical to remain at the forefront of computing innovation, we can help you truly understand the complete picture. For more information on the consultancy services Red Oak Consulting can offer please go to <https://www.redoakconsulting.co.uk>

Knowledge Transfer: At Red Oak, knowledge transfer is embedded in every project we deliver. We use a variety of methods—comprehensive documentation, interactive workshops, and collaborative processes—to ensure expertise is shared effectively. We understand the importance of building strong in-house teams, so our approach equips your people with the skills and insights they need to sustain success long after the project ends.

MANAGED SERVICES

Red Oak Managed Services delivers continuous, enterprise-grade support for HPC and cloud environments, ensuring maximum uptime and performance for businesses and users. Our proactive approach keeps systems optimized, mitigates risks, and removes operational stress. With deep expertise in on-premises infrastructure and cloud platforms, we provide seamless continuity for HPC clusters post-migration. Our Managed Services team is composed of highly skilled HPC specialists—many from academic and research backgrounds—who understand the critical need for speed, precision, and



professionalism. They bridge the gap between researchers, end-users, and in-house IT teams, ensuring smooth collaboration and rapid issue resolution. Operating within the globally recognized ITIL framework, our ITIL-certified engineers combine technical mastery with a customer-first mindset, delivering scalable solutions for complex workloads. Backed by extensive experience across academia and industry, we tailor support models to your in-house capabilities, guaranteeing reliability, compliance, and the highest level of service.

Our Managed Support Service is led by our Managing Consultant, Nick Skingle. With over 12 years of experience managing multiple HPC data centres across the EMEA region, Nick brings a deep understanding of the requirements and expectations for delivering a successful support function.

Our team of experts provides HPC, Cloud, and AI Infrastructure Support from 08:00 to 18:00, Monday to Friday (excluding bank holidays).

We focus on reducing downtime and delivering specialist technical advice to resolve issues quickly and efficiently. This ensures that end users enjoy a seamless experience with their cluster, allowing them to continue their research and work in a positive environment.

Additionally, our support team has access to our consultancy specialists whenever extra leadership or insight is required for specific projects. This integrated approach guarantees that our customers receive not only fast resolutions but also strategic guidance when needed.

Constraints and Dependencies for HPC Managed Support

Our team have the necessary system access to complete their role.

No licencing issues.

Rates are reviewed every 12 months following date of service commencement.

Red Oak Consulting to be in receipt of a valid PO before support commences.

Payment terms remain at 30 days from date of invoice.

Disaster Recovery is not included in Managed Services.

KEY PEOPLE

We recognise that our people remain the key to our success. It is through our people's expertise, knowledge, drive for success, and passion for high levels of customer service that we are able to bring a deep analysis and clear thought in what is often a highly challenging sector.

Red Oak Consulting operates an agile, fluid work infrastructure. Our team consists of highly skilled HPC Cloud consultants all of which have extensive knowledge in both HighPerformance Computing and Cloud Computing. Through our diverse team of consultant, we offer various levels of consultancy, meaning no matter what the requirement, we have the right level of expertise to deliver on the customer requirement.

Currently our level of consultants consists of: Technical Consultants; Senior Consultants; Principal Consultants; Senior Principal Consultants; Lead Consultant, Technical Advisor, Technology Fellow, Managing Consultant and Senior Partner.

Each consultant is skilled with HPC software, design, analysis, migration, commissioning, compatibility, storage, benchmarking, and requirement capture expertise. We are proud our people provide effective communication and data analysis which is critical to gain trust and deliver success. They can confidently recommend solutions which can be brought to senior board level stakeholders in a strategic and efficient manner. We have a proven track record in removing obstacles of handling technological issues and finance issues at the same time. Pen pictures of a few of our key people are provided below.



Owen Thomas - Senior Partner and Co-Founder

Owen has a wealth of experience spanning in excess of 35 years within the world of HPC. Recognised and entrusted throughout the HPC industry, Owen has been developed strategies, run procurements and managed hands-on highly technical projects from initiation to completion. Prior to setting up Red Oak Consulting in 2004, Owen had a diverse career across a wide range of HPC and ancillary IT technology sectors at a managerial and technical level. Owen has worked client and supplier side across the commercial, corporate and public sectors and is a distinguished, highly experienced HPC and business expert. Owen has dealt with every type of challenge that a technical project can encompass – contract, financial, risk, personnel, stakeholder management, strategy and quality concerns.

Nick Skingle – Managing Consultant

Nick joined Red Oak Consulting in October 2020, with a wealth of HPC and Data Centre experience. Previous to Red Oak Consulting Nick spent 12 years in the Seismic Exploration sector implementing, managing, and supporting several HPC data centres throughout the EAME region. Nick's experience incorporates every element of High-Performance Computing, including; successful completion and implementation of 2000 node HPC compute cluster, various parallel storage solutions, SAN and data management lifecycle solutions. Nick has a strong, proven track record in working with senior stakeholders and is fully experienced in project management.

Nick's passion and drive in the world of technology and its advancement has enabled Nick to expand his knowledge and expertise to more than traditional HPC. Nick is a fully certified Google Cloud Associate Engineer. Having worked on a number of Cloud PoC's, designed solutions for backup of on premises seismic data to Cloud for global disaster recovery, Nick's HPC and Cloud Computing expertise is fully encompassing. As a Managing Consultant Nick will support our customers on seeking the most sustainable HPC solution and will work alongside our team of Technical consultants.

Paul Ingham – Senior Principal Consultant

Paul joins Red Oak Consulting with a wealth of High-Performance Computing knowledge and expertise. Having worked in HPC since 1999 Paul has successfully built, tested, and installed many HPC systems of varying complexities across academia, research, and government sectors in the UK. Through the course of Paul's highly successful career Paul has acquired the niche expertise for every aspect of on-premise HPC including; Linux, design, storage, benchmarking, vendor liaison, UAT and FAT's, problem solving and project management.

After 6 years of supporting a UK government agency taking full responsibility to analyse and certify fit for purpose hardware and software configurations Paul expanded his business acumen. For the past three years Paul has worked in the highly acclaimed, prestige, corporate sector of Formula One. Here, he has managed HPC systems running aerodynamic(CFD) and Finite Element Analysis system workloads, race strategy systems, and vehicle dynamics systems, all of which led to three consecutive world championship wins.

Paul will be utilizing his expertise to assist customers with their HPC systems, offering strategic guidance and resolution. With the ability to communicate and work across all levels of customer interaction including stakeholder management, Paul is a great asset to the Red Oak Consulting Operational team.



Dairsie Latimer – Technology Fellow

Dairsie joined Red Oak in 2010, working as our managing consultant, managing some of our strategic, long term relationships. From there Dairsie moved into the role of Technical Advisor, where he successfully supported our development in the world of cloud technology as well as utilising his extreme knowledge across our business. As Technology Fellow, Dairsie is a key contributor across the Higher-Educational and Research sector in the delivery of HPC solutions.

Working with customers and their stakeholders Dairsie delivers solutions and recommendations often in the form of studies and reports. He specializes in competitive analysis and system benchmarking. Dairsie has an impeccable and diverse career in IT which includes an early career in computer graphics, micro-architecture and full stack software development; he has over thirteen years' specialist experience in the HPC sector. His experience ranges from developing low-level software architectures to a range of accelerators. Dairsie also has the experience to advise on strategy, technology, procurements and technical projects from initiation to completion.

Manveer Munde – Principal Consultant

Manveer Munde joined Red Oak Consulting in January 2020. Prior to this Manveer completed a postdoctoral research fellowship at the Phillips University in Marburg (Germany) and a joint PhD program between UCL in London and A*STAR in Singapore.

Having worked internationally in four countries and presented and published in a variety of international conferences and scientific journals, Manveer combines great interpersonal skills and a strong eye for detail with a passion and drive for excellent customer service. Manveer has a background in computational and experimental condensed matter physics with multi-disciplinary experience in the use of HPC for quantum chemistry, classical molecular dynamics and microscope image simulations. This is combined with Microsoft Azure Solutions Architect Expert and Amazon Web Services Solutions Architect Associate Cloud qualifications, providing an ideal toolset for customers looking to extend the reach of their HPC infrastructure to the Cloud.

James Page – Lead Consultant

James joined Red Oak Consulting in January 2022. In July 2018, James completed his master's in physics, at Swansea University, specialising in nanophysics. Following university James went on to apply his knowledge at leading manufacturer, Jaguar Land Rover. Working as a CAE Data Analyst James has experience in programming, scripting and data manipulation whilst running FEA codes within a HPC environment. With exceptional skills in Python, TCL, JavaScript, LS-DYNA, Oasys suite and Hyperworks / Optistruct, James's technical expertise will assist and guide clients, no matter what the programming the challenge.

With a working background in both academia and corporate James is an excellent, accomplished, problem solver. With a strong analytical capability James will be able to offer clients a high level of expertise when analysing pre and post results of data and its metadata, be it for HPC or Cloud Computing.

With a strong background in research and information gathering, James is highly focused on detail. With a passion for cloud computing and technical innovation, James brings a level of experience, passion, drive and energy to the Red Oak team, as our Lead Consultant.

Tez Gale – Lead Consultant

A highly skilled IT engineer with over 26 years' experience within the IT industry across a number of business sectors. Tez is a keen problem-solver who can adopt a radical out-of-the-box approach to a challenge, whilst also maintaining the need for a well proven solution depending on the requirements for a problem or project.



Key technical skills include a highly successful track record working across all HPC applications, Data Centre Design, HPC Clusters and Cloud Computing. Tez has been responsible for the delivery of several major significant data centre projects to increase capacity and efficiency.

With sustainability being a core focus for Tez, he has achieved accolades such as “Green Project of the year” alongside building the Greenest Data Centre in Europe, 2008.

Strong communication, stakeholder management and an approachable persona Tez is able to manage and lead high profile, blue chip, projects from start to successful completion.

Jorge Buitrago – Lead Consultant

Jorge joined the Red Oak Consulting operational team in May 2022. Jorge has a Masters in Thermofluids and a PhD in Mechanical Engineering from Universitat Politècnica de València. Prior to joining Red Oak Consulting, Jorge held several senior engineering and leadership positions within the aerospace, defence, and energy sector. During this time Jorge focused on the development and assessment of models for characterisation of complex scientific problems using theoretical and experimental data. All of this was facilitated through the use of advanced computational algorithms and HPC technologies.

Prior to working in aerospace, Jorge spent 20 years working in the academy and research sector. Having consulted on projects both across Europe and USA, Jorge has unrivalled expertise. With the knowledge Jorge has acquired through his career Jorge is fully aligned with the demands and challenges of the research community. Having excelled in the niche areas of R&D, multiphysics modelling and data analysis engineering, scientific and digital engineering, Jorge brings an unparalleled level of expertise to the team.

Jorge is a dedicated, highly trained, organised, and efficient professional, who has also successfully led and managed multidisciplinary teams in the design, development, performance validation, and manufacturing of equipment used in many technological areas. Jorge’s attention to detail, technical leadership skills, and analytical capabilities have been demonstrated in his technical contributions to numerous engineering and scientific projects delivered worldwide.

Jorge will be working with customers to imprint his experience to ensure the right HPC solution is successfully delivered, time and time again.

Roberto Scipioni – HPC Managed Services Specialist

In July 2022, Roberto joined Red Oak Consulting as a Technical Consultant. Having successfully acquired a Master in Materials Science from Oxford University and a PhD in Theoretical Physics from Lancaster University, Roberto went on to further his knowledge as a theoretical physicist and later in computational chemistry.

All of this enables, Roberto to bring his vast and unrivalled level of scientific knowledge to the team. Having a drive to share knowledge, Roberto has published extensively in topics ranging from mathematical physics to modelling of deep earth interiors. Roberto’s career has taken him all over the globe, including countries such as: Canada, Japan, and Germany.

Lately he has supported the Mathematical and Physical Sciences School at the University of Sussex as a Research Computing Support Engineer where everyday administration was provided including HPC, Web Servers and Desktop support. Roberto’s extensive academia experience both as a HPC user and engineer will deliver a high level of support to our ROMS customers. With a passion for new technologies and supporting people Roberto will leave no problem unturned giving his focus to providing only the best.



Khaled Mahjoubi – HPC Managed Services Specialist

Khaled joined Red Oak Consulting in January 2023 following a very successful career working in science. Having acquired a master's in Physics of Condensed Matter and having completed a joint PhD program between University of Hull, University Paris-Est Marne-La-Vallee and the University of Sciences in Tunisia, Khaled has held several researching positions.

Khaled's focus has been on the investigation and prediction of Physical, astrophysical and biological models using theoretical and experimental data. Using HPC Khaled has become an expert in the decryption of complex molecular models and interactions of molecules with surfaces and clusters. Here, he used the density functional theory and the post-Hartree Fock approaches implemented in many scientific codes including CP2K, VASP, GAUSSIAN, and MOLPRO.

Having worked on an international basis, UK, USA and Africa, Khaled holds a wealth of HPC and Physical Chemistry knowledge and is proud to have been published in a variety of international conferences and Scientific journals.

Khaled's skill and knowledge in both the sciences and technology will help advise customers to get the best of HPC and Cloud for all scientific and research matters.

Muneeb Khan - HPC Managed Services Specialist

We are delighted to announce Muneeb Khan as one of the latest HPC specialists to join the Red Oak Managed Services support team. Muneeb joins Red Oak Managed Services (ROMS) with a wealth of experience. Muneeb's expertise is not just in area of technology and HPC but also in interpersonal skills. Muneeb joins ROMS with a strong background in electrical engineering.

For the past 10 years Muneeb's expertise has been focused on industrial automation, specifically deploying SCADA systems in the FMCG and Pharmaceutical sectors. Having successfully completed 10 years in this dynamic industry, Muneeb has acquired the necessary skill and insight into successfully working alongside researchers, in what can be a very pressurised environment.

In 2017, Muneeb pursued an MSc in software engineering at Cranfield University, where he immediately discovered his keen interest and passion in the world of HPC and Cloud Computing.

With a strong background in engineering and industrial automation Muneeb brings an elevated level of skill to the ROMS team. As a HPC Specialist, Muneeb will be focused on supporting all our customers with any technical issues they may encounter. Working alongside the rest of the ROMS specialist team, Muneeb will be applying his HPC & Cloud knowledge making sure their experience is a positive one elevating all elements of technical stress.

Dee Chadwick – Operations Director

Dee provides oversight of our delivery, providing an additional layer of assurance to ensure that our projects are delivered to time, quality and cost, and that our customers' expectations are exceeded. Dee is also responsible for delivering the business's quality assurance programme, working across the business, focusing in particular on international standards and ensuring that quality assurance also delivers business growth for the company. Her role includes liaison with customers in relation to feedback and satisfaction, and corporate risk and opportunity management. Prior to joining Red Oak Consulting in 2012, Dee held senior roles in the education sector.



BUSINESS BACKUP BUSINESS CONTINUITY

Plan Red Oak Consulting holds and operates a business continuity plan in line with ISO27001 & ISO9001 standards. Our business continuity plan covers all aspects of the business to mitigate risk. The plan is designed to ensure regardless of circumstance we are able to continue in the service delivery and commitments to our customers. The plan is overseen by our operations Director and has a full annual review with the owners of the business.

Our business continuity plan covers areas such as: impact on service delivery, key people and responsibilities, alternative locations, IT systems, staffing issues, knowledge, damage to reputation, recovery time objectives, escalation, communication, and lessons learnt. Please note for all our projects we select a technical / senior lead and another qualified consultant to work alongside. Having a team approach mitigates risk of absence if any unforeseen circumstance was to occur. If further details are required, please get in touch at sales@redoakconsulting.co.uk

TESTIMONIALS

We are very proud of our on-going customer partnerships, which continue to stand the test of both time and technological evolution. Our customer partnerships have been built on the foundation of trust, respect and honesty. It is from this foundation we work with our customers to guarantee both success and sustainability.



For testimonials, please go to <https://www.redoakconsulting.co.uk/testimonials> We can provide client references upon request.

Please contact sales@redoakconsulting.co.uk.

QUALITY ASSURANCE

Red Oak Consulting is unwavering in its commitment to excellence and continuous improvement. We hold accreditation to ISO 9001:2015 for Quality Management Systems and ISO 27001 for Information Security Management, reflecting our dedication to robust standards and best practices. In addition, we are Cyber Essentials certified, ensuring the highest level of security and compliance.

As part of our quality assurance framework, we conduct a customer satisfaction review following every project. This process captures valuable feedback on the client experience and reinforces our exceptional track record—maintaining a 100% customer retention rate, with all clients confirming they would recommend or re-engage with Red Oak Consulting.

What sets us apart is our unique performance monitoring approach. Our proprietary dashboard measurement tool provides transparent, real-time oversight of project progress. Configured at project initiation and updated fortnightly by the project manager, this dynamic tool tracks critical success



factors: Time, Budget, Deliverables, Risks, and Issues. Shared with our Senior Partner, it ensures live visibility and accountability throughout the engagement, forming a cornerstone of our quality assurance and governance program.

INFORMATION SECURITY CONFIDENTIALITY

At Red Oak Consulting, we take confidentiality seriously. Any confidential information or intellectual property shared is provided exclusively for the purpose of Red Oak delivering the services and tasks as agreed with the customer.

Red Oak Consulting operates a robust Information Security Management System designed to safeguard intellectual property, protect customer data, and ensure compliance with legal and regulatory obligations. Our security measures include:

Secure Data Hosting: Customer data stored in ISO 27001 and SOC 2 certified UK-based data centres.

Compliance Framework: Policies and procedures aligned with all relevant regulatory and legislative requirements, including data protection laws.

Information Classification: Clear categorisation and security markings for all sensitive information.

Controlled Access: Access granted only to authorised personnel with a legitimate business need.

Employee Awareness: Regular training and contractual obligations covering confidentiality, anti-bribery, and code of conduct.

COMMERCIAL OFFERING

Consultancy Services

Red Oak Consulting's commercial terms are structured on the level of consultant for the project and the amount of time and effort required to complete the project. Prior any project we meet with the customer to understand what it is they require to deliver on their objectives and for their expectations to be met. Once this initial conversation has been held Red Oak Consulting will scope the necessary tasks which would be fulfilled to deliver the project, successfully. Once scoped, we assign the number of consultancy days of effort against each task.

We outline the actual actions which our consultants will complete and the deliverables each task will produce. We submit this scope in the form of a proposal or statement of work. We will add together all the days of the effort and advise on an initial level of liability for budgetary purposes. The figure will be based on the scope.

Any change to the requirements and or scope may result in an amendment to the number of consultancy days which will affect the cost of the project.

All our daily rates are presented excluding VAT and are subject to VAT at the current prevailing rate.

All our daily rates include travel except for international travel and domestic flights.

Our payment terms are 30 days from date of invoice.

Red Oak would require a valid PO prior any project can commence.

HPC Managed Support

Red Oak Consulting provides a managed support service unique to each organisation. We offer two types of commercial arrangements for the provision of Managed Services.

Option One: Contractual:

Together, we will mutually agree on what level of support is required (L1, L2 and or L3) for your organisation and users. We will also require the number of users, applications and age of the cluster, all



factors which will be taken into consideration when looking at the cost of a support service. Other areas of consideration will be the service levels (KPIs) and the length of the contract. Once all the information is discussed and agreed Red Oak will propose a Quarterly Management Fee for the provision of Managed Services. This fee will be paid each quarter, in arrears with an annual review of rates every 12 months.

Option Two: Drawdown:

This method allows support to be charged on an hourly basis, drawn down from a pre-approved PO held on file. It is particularly convenient for customers who:

- Are unsure of the exact level of support required;
- Prefer not to commit to a long-term contractual arrangement.

This approach provides flexibility and ease of access to support services as needed, without the constraints of a fixed-term agreement.

When support is required, we would draw down from the PO based on the time and effort required to complete the issues logged. The value of the PO is open to discussion; there is no minimum value. As part of the operational review, the number of tickets and the time allocated to complete the ticket will be shown. The minimum billing effort would be 15 minutes.

A monthly invoice will be issued based on the amount of time and effort conducted to complete the ticket (s) raised. The invoice will be issued a month in arrears.

Red Oak invoices in GBP and all rates / quotes exclude the prevailing rate of VAT.

