Net Consulting Limited
G-Cloud 15 Service Definition Document

Contents

Cloud Consultancy Services

What are Cloud Consultancy Services?

Net Consulting Ltd (NCL) offers a comprehensive range of Cloud Consultancy services aimed at optimising IT infrastructure and improving service management frameworks. From cloud migration to network assessment and project assurance and compliance, NCL provides expert guidance and support throughout the entire lifecycle of cloud adoption. Services include cloud design and architecture, cyber security, cloud lifecycle management, event management, IT infrastructure maintenance, and network assessment, tailored to meet the specific needs of each client. Additionally, NCL specialises in accelerating the delivery of business-critical cloud applications, ensuring similar performance gains as experienced from local enterprise services, while mitigating the challenges of application latency and network inefficiencies over WAN.
NCL's cloud consultancy services also encompass service evaluation, application performance monitoring, and integrations of service management platforms and applications via Enterprise Service Bus and APIs across cloud and on-premises estates. With a focus on understanding the unique requirements of large enterprise organisations, NCL offers specialised expertise in SIAM operating models, ensuring seamless integration and management of service delivery teams and MSPs. Whether it's optimising existing cloud tools, enhancing service management frameworks, or accelerating cloud application delivery, NCL provides tailored solutions to drive business success and maximise the value of cloud investments.

Our Approach

Cloud Readiness Assessment: A process of discovery and fact-finding takes place. During this time, we will ask for architectural diagrams, data, any relevant ‘as-is’ configuration information that enables us to further refine any requirements and helps us shape the designs for the service to be implemented. (Usually we come to an agreement on expectations, reporting and customer-care levels before this stage). NCL evaluate the current infrastructure, applications and workflows to determine readiness for cloud adoption. Identification of business goals and objectives that can be achieved through cloud computing. Analysis of potential benefits, risks, and challenges associated with migrating to the cloud.

Cloud Strategy Development: NCL’s Architects develop a comprehensive cloud strategy aligned with the organisation's business objectives and requirements. Identification of the most suitable cloud deployment models (public, private, hybrid) and cloud service models (IaaS, PaaS, SaaS) based on the organisation's needs. Creation of a roadmap for cloud adoption, outlining key milestones, timelines, and resource requirements.
Cloud Architecture Design and Implementation: Design of scalable, resilient, and cost-effective cloud architectures tailored to the organisation's requirements. Implementation of cloud infrastructure, platforms, and services, including network configuration, security controls, and data management solutions. Integration of existing systems and applications with cloud-based services to ensure seamless interoperability. Implementation of robust security measures to protect data, applications, and infrastructure in the cloud. Configuration of access controls, encryption, identity and access management (IAM), and other security features to meet industry standards and regulatory requirements (e.g., GDPR, JSP604, SbD). This step will also include analysis of cloud spending and cost drivers to project costings and establish a cost management strategy, such as rightsizing resources, leveraging reserved instances, and optimising usage patterns.
Cloud Governance and Management: Development of governance frameworks and policies for managing cloud resources, access controls, and compliance requirements.

Implementation of cloud management tools and platforms for monitoring, performance optimisation, and resource allocation.
OPTIONAL Cloud Migration Planning and Execution: Planning and execution of the migration process, including assessment of workloads, data migration strategies, and application refactoring. Implementation of best practices for minimising downtime, data loss, and disruption during the migration process. Coordination with cloud service providers and other stakeholders to ensure a smooth transition to the cloud environment.
Cloud Training and Enablement: Provision of training sessions and workshops to educate IT teams and stakeholders on cloud computing concepts, best practices, and tools. Enablement of organisations to build internal capabilities for managing and optimising cloud environments effectively. Ongoing support and guidance to help organizations navigate challenges and maximize the value of their cloud investments.

Quality Assurance

Define Quality and Performance Benchmarks
Establish Clear Requirements: NCL work with the customer to define clear, measurable requirements and expectations for the new service. This includes service level agreements (SLAs), performance metrics, and any specific customer needs.
Benchmarking: If the customer has not specified requirements, NCL will establish benchmarks based on industry standards and the capabilities the customer had before the new service implementation. This includes identifying areas where clear benefits can be provided.
Implement Continuous Monitoring and Testing
Automated Monitoring Tools: Where possible NCL utilise automated monitoring tools to continuously track the performance of the service against the established benchmarks. This includes monitoring uptime, response times, throughput, and any other relevant metrics.
Regular Testing: NCL can schedule regular testing of the service to identify any potential issues proactively. This can include load testing, stress testing, and penetration testing to ensure the service can handle peak demands and is secure.
Feedback Loops and Reporting
Customer Feedback: NCL will establish channels for regular customer feedback on the service's performance and any issues they are experiencing. This feedback is crucial for ongoing improvement.
Transparent Reporting: NCL provide customers with regular, transparent reports detailing the service's performance against the agreed benchmarks and any areas of concern or improvement. These can be filed at agreed schedules.
Quality Improvement Processes
Root Cause Analysis: In cases where the service falls below the expected benchmarks or customer expectations, NCL conduct a root cause analysis to identify the underlying issue(s).
Corrective Actions: NCL implement corrective actions based on the findings from the root cause analysis. This could involve making adjustments to the service configuration, updating software, or even revising training for both NCL's team and the customer's team if necessary.

Utilisation of Metrics and Measures
Performance Metrics: NCL use collected performance metrics to highlight areas where the service is providing significant benefits or improvements over the previous capabilities. This could include faster response times, higher availability, or reduced operational costs.

Service Improvement Metrics: NCL can develop and utilise service improvement metrics that can demonstrate qualitative and quantitative improvements in the service. This includes user satisfaction scores, incident reduction rates, and efficiency gains.

Ensuring NCL's Quality of Work

Internal QA Processes: NCL implement rigorous internal QA processes within Operations to ensure the quality of work meets or exceeds customer expectations. This includes peer reviews, internal audits, and adherence to industry best practices.

Professional Development: NCL invest in continuous professional development for delivery teams to ensure they are up-to-date with the latest technologies, methodologies, and best practices. This helps in maintaining high standards of service delivery.

Continuous Improvement and Adaptation

Adaptive Strategies: Over the course of the service life NCL develop strategies that allow the service to adapt to changing needs and technologies. This ensures that the service continues to provide value to the customer over time.

Continuous Improvement: NCL have a commitment to a philosophy of continuous improvement, regularly reviewing service performance, customer feedback, and technological advancements to make iterative improvements to the service.

Training/Handover

Customised Training Program Development

Curriculum Design: NCL can create a training curriculum that covers operational, maintenance, and growth aspects of the services. This includes theoretical knowledge, practical skills, and best practices.

Flexible Delivery Modes: NCL offer training in various formats such as in-person workshops, live online sessions, and on-demand videos to cater to different learning preferences.

Hands-on Labs: NCL incorporate hands-on sessions where participants can practice in a controlled environment, simulating real-world scenarios they will encounter.

Implementation and Onboarding

Step-by-Step Deployment: NCL will implement the IT service in phases, if possible, to allow gradual adaptation and learning.

Real-Time Training: NCL will conduct training sessions in tandem with the service deployment to provide immediate hands-on experience with the actual setup.

Documentation: NCL engineers and architects provide comprehensive documentation including user manuals, FAQs, and troubleshooting guides for future reference.

Post-Deployment Support and Handover

Support Structure: NCL establish a support structure where the client's team can quickly get help during the initial phases after deployment.

Feedback Loop: NCL implement a feedback mechanism to identify any gaps in knowledge or functionality, allowing for timely adjustments in training or service configuration.

Formal Handover: NCL conduct a formal handover session that includes a review of the service architecture, operational procedures, and escalation paths.

Continuous Learning and Improvement

Regular Training Cycles: NCL can schedule regular training sessions to cover updates, new features, and advanced topics to ensure the client's team stays current.

Access to Resources: NCL can provide ongoing access to learning resources, including a knowledge base, webinars, and community forums.

Performance Monitoring: NCL can offer tools and guidance for monitoring service performance, enabling the client's team to proactively manage and optimize the service.

Service Management and Support

Support Process

Our internal support process follows the following process.

- Customer to raise Incident (IR) by templated email to: floodlight@netconsulting.co.uk.
- IR template will include Minimum Data Set ensuring Incident is auto-raised into NCL Floodlight Service Desk.
- Customer-raised IRs bound by response SLA - based on IR priority.
- Customer will declare Impact and Urgency using the matrix below which will determine initial IR priority.
- NCL to triage Incident and review IR priority with customer.

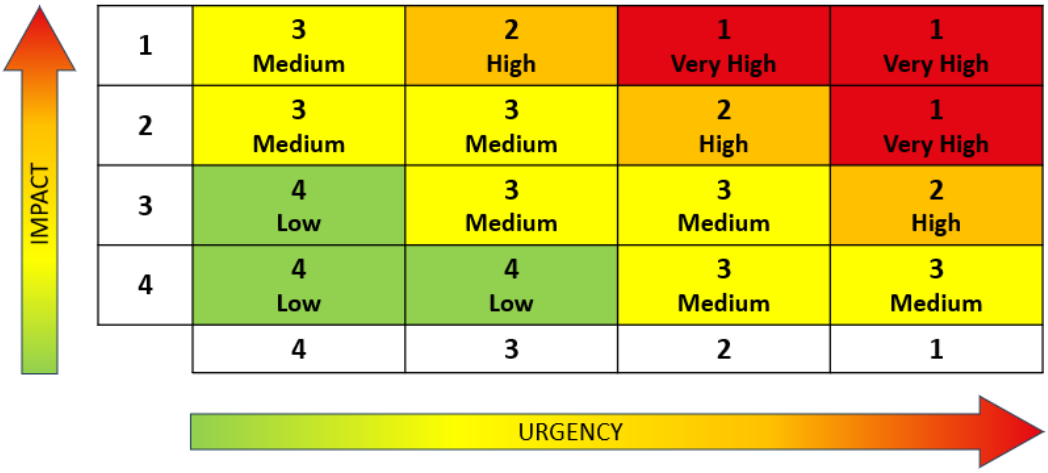

Figure 2: Impact and Urgency Matrix

Service Levels including response times and SOC capability and support hours

NCL's response time and how exactly we respond is dependent upon an incident's priority. This is determined by its impact on the organisation. This information is detailed in Table 1 below.

Table 1: Support Priority Levels and NCL's Mitigation Actions

Priority Level	Definition	Business Hours	NCL Response Time	NCL Actions
P1	• Critical Failure • No workaround in place • Significant disruption to customer	Monday-Friday (excl. Public Holidays) 0900-1730*	Within 1 hour*	• Call Customer. • Email Customer (automated from NCL Service Desk). • Customer to provide further details. • NCL PS SME engage with customer and be available until Customer is satisfied. • Join Major Incident call(s) on Customer request.

P2	• High • Failure • Workaround is in place • Moderate disruption to customer		Within 4 hours*	• Email Customer (automated from NCL Service Desk). • Customer to provide further details. • NCL PS SME to engage with customer and make recommendations. • Join Incident call(s) on Customer request.
P3	• Medium • Minimal impact to customer		Within 8 hours*	• Email Customer (automated from NCL Service Desk). • NCL PS SME to engage with customer to provide advice.
P4	• Low • Informational • RFI • Service Request		Within 24 hours*	• Email Customer (automated from NCL Service Desk). • Floodlight to engage with customer to provide information.
Change Control	• Customer / Supplier Change Scheduling	N/A (Scheduled)	Not bound by SLA	• Customer requests Change via email to NCL Service Desk. • NCL raises Change record. • NCL initiate Change Control process and will communicate scheduling to the customer.

Cloud Design and Architecture

Service Description

NCL's Cloud Design and Architecture service provisions highly specialist and experienced Architects to support and help you realise your organisational Strategic Cloud and future Business Goals. Our Architects can engage at all stages of the Architecture lifecycle to enable you to achieve real tangible outputs at pace.

Service Features

- Interpretation of high-level requirements.
- Cloud first principles.
- Automation and re-use built into Architecture patterns.
- Re-usable Architecture Building Blocks.
- Business, Data, Application and Technology Architecture.
- Enterprise Service Architecture.
- Governance structures.
- Broad stakeholder engagement.
- Detailed transition road maps.

Service Benefits

- Cost efficiencies through re-usable patterns.
- Highly secure architecture patterns.
- TOGAF compliant Artefacts.
- ArchiMate compliant models.
- Effective governance models.
- Cloud readiness and migration strategies.

Cyber Security Services

What is Cyber Security?

At Net Consulting Limited (NCL), we provide tailored IT security consulting services built around the five stages of NIST's 'Cybersecurity Framework'; Identify, Protect, Detect, Respond and Recover. Backed by our team of established expert consultants, this industry framework is well recognised and respected. It describes the desired outcomes, applies to any type of risk management, defines the entire breadth of cybersecurity solutions, and spans both prevention and reaction.
It aligns perfectly with our offer, because it's an all-encompassing approach to cybersecurity that covers the whole threat landscape.

Our Approach

We're happy to discuss your specific situation, understand your challenges and advise on the best ways of strengthening your needs with our cybersecurity solutions.
Consultation: We listen to your requirements, understand your environment, and assess your risk landscape to gather which data has been collected and how the current situation looks like.
Strategy Design: Our experts design a comprehensive incident response strategy that aligns with your organisation objectives and are practical and achievable. The purpose of this is to identify data loss and determine the attack vector, its motivations and the tactics, techniques and procedures (TTPs) they use.
Implementation: We help you put the plan into action, ensuring your team is equipped to respond effectively.
Continuous Support: We provide ongoing support, adapting the plan as your business evolves and threats change.
Compliance and Certifications: Compliance with industry regulations such as GDPR, HIPAA, and PCI-DSS is critical for organisations in today's world. NCL can help ensure that your enterprise meets these requirements through its security solutions and services.

Quality Assurance

NCL quality assurance (QA) is the process of ensuring that software and systems meet established security requirements and standards. It involves testing software and systems for potential vulnerabilities that could harm both the organisation and end-users. Quality assurance (QA) is meant to prevent defects.
The solutions that NCL provides signature verification which performs software integrity checks on its products and performs software integrity checks for tamper detection and software corruption. The software integrity check validates that the operating system and data file structure are intact, as delivered. If the check detects a software corruption or possible software tampering, it generates a System log of critical severity. This is further enhanced and the software will cease to operate, going into maintenance mode when the check fails, prohibiting the software from doing anything it should not, while allowing the administrator access to the device.

Training/Handover

Our cyber security solutions and training are designed to optimise your network performance and minimise downtime, which can result in improved productivity and increased revenue across the business.

L1, L2 and L3 support. Net Consulting services include proactive monitoring of your network, identifying potential threats before they can cause harm to your organisation. Our cyber security solutions are tailored to your specific business needs. This ensures you get the exact protection you require, providing hands-on support to implement critical changes and best practices for your enterprise.

Service Levels including response times

Priority	Description	Response Time	Resolution Time
High (P1)	Business process cannot continue	15 mins	2 hours
Medium (P2)	Poor service that will affect business if not corrected	30 mins	2 hours
Low (P3)	Poor service with little or low impact on the business	1 hour	5 days
High (P4)	Information or general assistance is required	2 hours	5 days

At NCL, we have built a solid track record of understanding and responding effectively to cyber incidents. Our mission is to empower organisations to effectively manage and mitigate cyber risks. Our services aim to resolve cyber security incidents quickly, efficiently and at scale:

Threat Assessment and Readiness: We evaluate your organisation's current cyber readiness, identifying vulnerabilities and establishing proactive measures.

Incident Identification: Rapidly detect and classify potential incidents to determine the attack vector, minimise impact and reduce recovery time.

Effective Response Strategies: Complete and tailored strategies to handle diverse cyber threats, with frequent status reports that communicate relevant findings, ensuring a swift and well-coordinated response.

Remediation Support: We develop remediation plans to swiftly isolate threats, neutralise attacks, and restore systems to normalcy to help organisations return to business as usual faster and reduce the risk of future compromise.

Legal and Regulatory Compliance: Ensure adherence to data protection regulations and legal requirements.

Ongoing Improvement: Continuously refine and enhance your incident response plan based on insights from real-world incidents.

24/7 Incident Response Coverage: After-hours support to ensure peace of mind, providing round the clock protection during the investigation and remediation process.

SOC capability and support hours

24/7 Support: Cyber threats don't follow a schedule, and neither do we. Our dedicated support team has core hours of 9 - 5.30 but we are available round-the-clock to address any concerns if required.

Endpoint Protection and Response (EDR)

Service Description

Protect your user devices and servers by preventing attacks before they execute using Net Consulting's Endpoint Detection and Response (EDR) service, which leverages Microsoft Defender and Sentinel technology. Our service implements and configures protection against threat behaviours instead of simple signatures, helping protect against complex ransomware, malware and zero-day attacks.

Service Features

- Implementation and configuration of advanced endpoint protection.
- Securely manage USB devices.
- AI-driven threat behaviour detection and analysis.
- Integrates with global threat database for rapid threat categorisation.
- Pre-exploit protection blocks reconnaissance and attack techniques.
- Kernel exploit protection blocks exploits that use OS vulnerabilities.
- Stops attack "techniques" from running, without prior knowledge or signatures.
- Option for automated quarantine of compromised devices.
- Protects Windows, Linux, Mac and Android devices.
- Effective endpoint detection and Response security against increasingly sophisticated threats.

Service Benefits

- Eliminates zero-day malware, Ransomware and file-less attacks.
- Prevents threats and attacks before they can execute.
- Protects users in the office and at remote locations.
- Faster time to detect and block threats.
- Ability to automatically block internal devices or external threat sources.
- Utilises the extensive Wildfire threat database for broadest possible detection.
- Cross-platform protection.
- Integrates with your existing capabilities for complete user-to-cloud security.
- Protect Windows, Linux, Mac and Android.
- Optional managed monitoring and response to threats from our SOC.

Internal Attack Surface Evaluation

Service Description

The service provides a cloud-based, rapid, agentless, low impact solution providing visibility and insight into your connected assets by combining system data with our discovery tooling. This creates a consolidated view for all your assets (hardware, software, and services), providing you with insight to keep your business and users secure.

Service Features

- Discovers all devices on your networks whether managed or unmanaged/unknown
- Categorises and classifies your assets including IT/Medical/BYOD/ICS/SCADA/IoT
- Quickly search for devices, applications, locations, state, device interaction
- Passive detection and low network impact

Service Benefits

- Provides a true understanding of the scope of your estate
- Identifies previously unknown devices and provides a view on vulnerability
- Real-time asset information and status
- Doesn't adversely affect sensitive specialist devices such as healthcare/Medical/OT

Digital Experience Management

What is DEM?

Digital Experience Management (DEM) is a measure of performance from the end user's perspective.

User success determines business success, and in many cases, this is accelerated by ensuring device and application performance is optimised. A negative digital experience results in low employee productivity and lost revenue.
DEM combines the End User Experience Management (EUEM) and Application Performance Management (APM) practices into a single approach to measure, monitor and optimise across the user's digital journey.

Our Approach

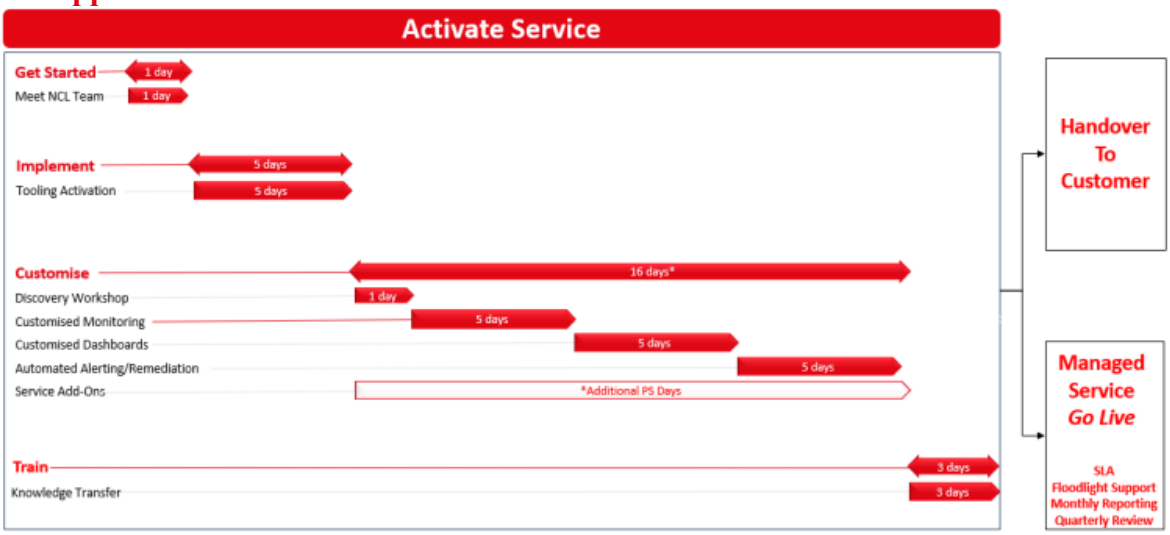

Figure 1: Our Standard Service Onboarding Approach

Onboarding

NCL's Professional Services L1 and L2 team use the following phases to onboard DEM services.

Get Started

We will meet with you to reiterate our service approach, understand your challenges, and determine your digital goals. Together we will define the scope of your DEM Activate service to set expectations and determine requirements.

Implement

We will work with you to deploy the relevant Aternity EUE agents to your environment. We will then commission your Aternity SaaS instance and undertake routine testing to confirm correct telemetry is received from all test devices instrumented with the agent. On approval, we will work with you to deploy the agent across your estate using your software distribution system.

Customise

After a short period of time for the tooling to gather and baseline data, we will facilitate a discovery workshop to explain how the data links to your daily operations and how NCL can customise the tooling and reports to maximise value for you. We will also provide an initial customer onboarding pack to define your DEM Activate service configuration. Using the

information gathered in the discovery workshop we will proceed with the following customisations:

- Record Managed Application Monitoring
  - NCL will support you to record key activities within your one chosen Managed Application to instrument more granular monitoring.
- Develop Customised Dashboards
  - NCL will configure five customised dashboards tailored to meet your specific requirements.
- Automate Alerting and Instrument Remediation
  - NCL will configure automated alerts for proactive monitoring, either using the data observed or your specific requirements.
  - NCL will configure remediation actions in your Aternity instance to enable frontline IT personnel to remotely resolve performance issues.

Quality Assurance

We always want to ensure that the service you receive from us is the highest possible quality. In terms of the technology itself, we undertake routine testing to confirm that the correct telemetry is received by the tooling before rolling out to the live environment. We also have an incident management process and SLA which ensures the quality of the service is to the expected level. We also run monthly and quarterly reporting on the tooling which provides us and our customers with data driven insights to meet your specific informational requirements. The best feedback we can gather however, is direct from the customer. We therefore run quarterly service reviews and request direct feedback to drive continual service improvement.

Training/Handover

We will deliver two 1-day knowledge transfer (KT) sessions; one for system administrators and one for standard users.

- The standard user KT session includes a live demo and the following content: Aternity overview, your key Aternity dashboards, and an example of a digital performance investigation using Aternity.
- The system administrator KT session includes a live demo and the following content: Aternity user management, Aternity alert management, editing Aternity dashboards, Aternity reporting, Aternity integration options, Aternity remediation actions, Aternity Managed Application recording and Aternity Product Support.

Service Management and Support

Support Process

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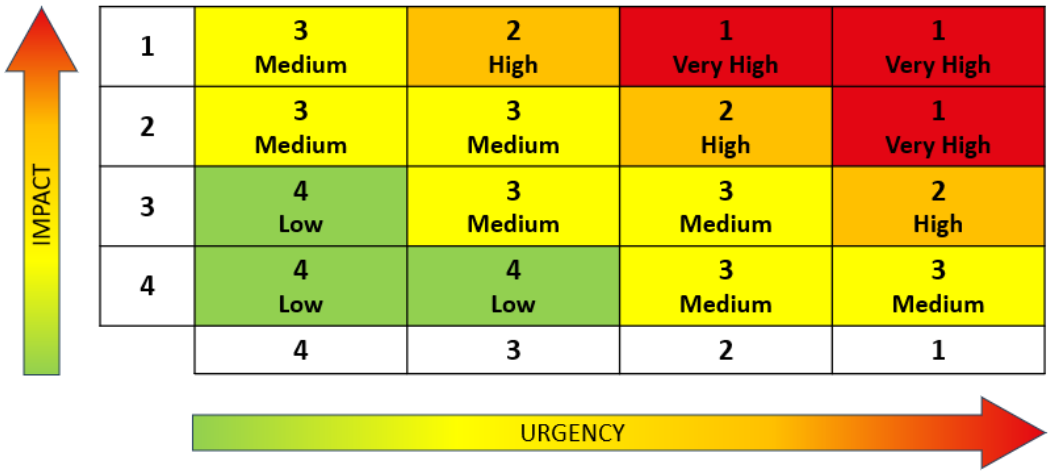

Figure 2: Impact and Urgency Matrix

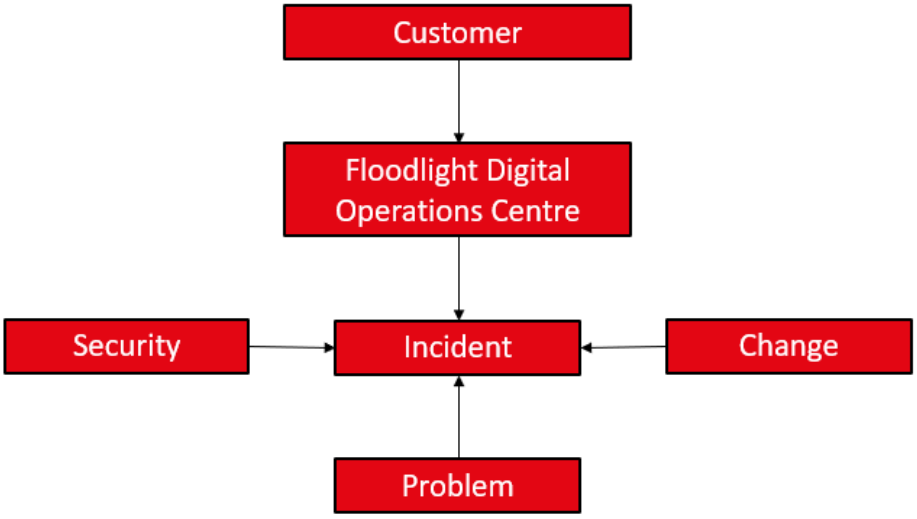

Figure 3: Customer Incident Response

Service Levels including response times and SOC capability and support hours

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*Agreement on an individual basis

Table 2: Example Incidents and their Priority Levels

Priority Level	Definition	Example Incident
P1	• Critical • Failure • No workaround in place • Significant disruption to customer	Customer Environment Incident: • Support Customer Major Incident - Site or key business application down. DEM Technology Incident: • DEM Agent preventing users from accessing key business services.
P2	• High • Failure • Workaround is in place • Moderate disruption to customer	Customer Environment Incident: • Application performance issues impacting key business services. DEM Technology Incident: • DEM Agents stopped reporting data to Aternity SaaS instance. • DEM Aternity SaaS instance unreachable.
P3	• Medium • Minimal impact to customer	Customer Environment Incident: • Intermittent degradation of baselined performance for business applications.
P4	• Low • Informational • RFI • Service Request	Customer Environment RFI: • Application performance issues not impacting users. • Request for performance report of a single application. • Request to analyse performance of specific devices.

Our specific DEM are further detailed below.

Application Performance Management, Monitoring & Troubelshooting Service

Service Description

Application Performance Management provides the resources and technical capability required for critical application performance monitoring, alerting, trending, analysis and troubleshooting. We can help determine the impacts of changes by using before and after performance metrics with high-level, real-time application activity overviews that proactively help you to manage business critical applications.

Service Features

- Visibility into application performance.
- End-user experience and application response time monitoring.
- Application component monitoring.
- Remotely monitor critical applications at a transactional level.
- Trending analysis.
- Root cause troubleshooting.
- Rapid troubleshooting of performance issues.

Service Benefits

- Proactively manage business critical applications.
- Tackle performance issues before they impact end-users.
- Real-time end user experience and application response time monitoring.
- Understand how applications perform across your network.
- Develop a baseline to troubleshoot issues or changing services.
- Understand your application server interactions to help plan migrations.
- Understand your network activity with application traffic visibility.
- Compare new and existing application performance against historical views.
- Understand how changes made affect the end-users' experience.
- Develop insight that allows application optimisation for your environment.

Cloud Visibility Service

Service Description

Enhance the performance and delivery of your critical cloud services with NetScout nGenius. Our service provides comprehensive observability, deep packet inspection, proactive monitoring, enhanced security, flexible deployment options, and cost efficiency. This has been designed to ensure high-quality user experiences are realised, whilst accelerating strategic business goal delivery.

Service Features

- Accelerate SaaS-based application performance
- Smarter analytics of applications (voice, video, data, SaaS etc.)
- Deploys instantly and transparently into Azure, AWS, Oracle Cloud
- Data duplication: Reduces bandwidth utilisation
- Transport streamlining: Reduces TCP packets required to transfer data
- Transport streamlining: Enables the acceleration of SSL-encrypted traffic
- Application streamlining: Reduces application protocol chattiness

Service Benefits

- Accelerate SaaS-based application performance
- Smarter analytics of applications (voice, video, data, SaaS etc.)
- Deploys instantly and transparently into Azure, AWS, Oracle Cloud
- Data duplication: Reduces bandwidth utilisation
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- Application streamlining: Reduces application protocol chattiness

End-User Experience Monitoring (Cloud-Hosted)

Service Description

End User Experience Monitoring provides visibility of all your applications, whether they run on a physical, virtual or mobile device. Net Consulting's End User Experience Monitoring Service allows you to rapidly diagnose and resolve your end user issues and boost productivity within your ever technology-reliant workforce.

Service Features

- End-user experience monitoring taken from end-user perspective.
- Measurement of user click-to-response business transaction performance.
- Measurement of end-user device resource consumption and stability.
- Auditing of installed software and usage time.
- Before and After change comparison.
- Customisable dashboarding and reporting.
- Application SLA monitoring.
- Service options: Self-Service and Managed Service available.

Service Benefits

- IT change validation relating to application performance and stability.
- Prove success of Windows upgrade, Office 365 and datacentre migration.
- Evidence to support optimal hardware upgrade business cases.
- Prioritise application troubleshooting based on end-user perspective measurements.
- Software compliance and end-user device build validation.
- Reduce maintenance costs by identifying unused or over-licensed software.
- Identify non-compliant software usage (shadow IT).
- End-user asset and software auditing to support ISO/GDPR.
- Facilitate ongoing Business Analysis to support IT investment decisions.
- Proactively manage distributed end-device performance with fewer IT support staff.

ITSM Services

What is ITSM?

The world of IT service management (ITSM) is rapidly evolving. As businesses strive to become more agile and efficient, they are increasingly turning to automation and artificial intelligence to help them manage their IT operations and service management. To meet this demand, IT Infrastructure and Operations Management is becoming increasingly important. At Net Consulting, we understand the importance of leveraging the latest technology to improve the efficiency of ITSM solutions. We have over 15 years experience in helping the most complex of customers, like the MOD, select the right solution for their requirements to implement and deploy those solutions efficiently through to a managed service. Together, we can help you uncover the best solution for your use cases and ensure that you are leveraging the latest technology to improve your ITSM solutions and service desk.

Our Approach

NCL's approach is based on a standard ITSM engagement approach that can be applied to first time implementations and service desk migrations. At a high level our approach can be summarised as:

- Detailed requirements capture across all ITSM practices, use cases, workflows and integrations
- Detailed requirements capture of wider corporate applications that will be integrated with the Service Desk to streamline operations
- Intended improvements to data, processes, policies, wider business services
- Design and scope definition
- Design playback for customer sign off and adjustment where necessary
- Base configuration
- Integration configuration
- Migration (only applicable if transitioning service desks)
- User Acceptance Testing (UAT)
- Go Live
- Hypercare

Quality Assurance

We always want to ensure that the service you receive from us is the highest possible quality. In terms of the technology itself, we undertake routine testing to confirm that the ITSM tooling is performing as expected through UAT (e.g. workflows function as expected, discovery is collecting all devices, event management provides meaningful outputs) before rolling out to the live environment. We also have an incident management process and SLA which ensures the quality of the service is to the expected level. We also run monthly and quarterly reporting on the tooling which provides us and our customers with data driven insights to meet your specific informational requirements. The best feedback we can gather however, is direct from the customer. We therefore run quarterly service reviews and request direct feedback to drive continual service improvement.

Training/Handover

We will deliver two 1-day knowledge transfer (KT) sessions; one for system administrators and one for standard users based on tailored vendor materials that are designed to accelerate capability exploitation. Additional training can be provided if requested.
The user KT sessions will be based on tailored training collateral for the respective user community. The KT will be supported with a live demo and controlled access to a development platform where users can get hands on experience with the service management technologies.

Service Management and Support

Support Process

Our internal support process follows the following process.

- Customer to raise Incident (IR) by templated email to: floodlight@netconsulting.co.uk.
- IR template will include Minimum Data Set ensuring Incident is auto-raised into NCL Floodlight Service Desk.
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- Customer will declare Impact and Urgency using the below matrix which will determine initial IR priority.
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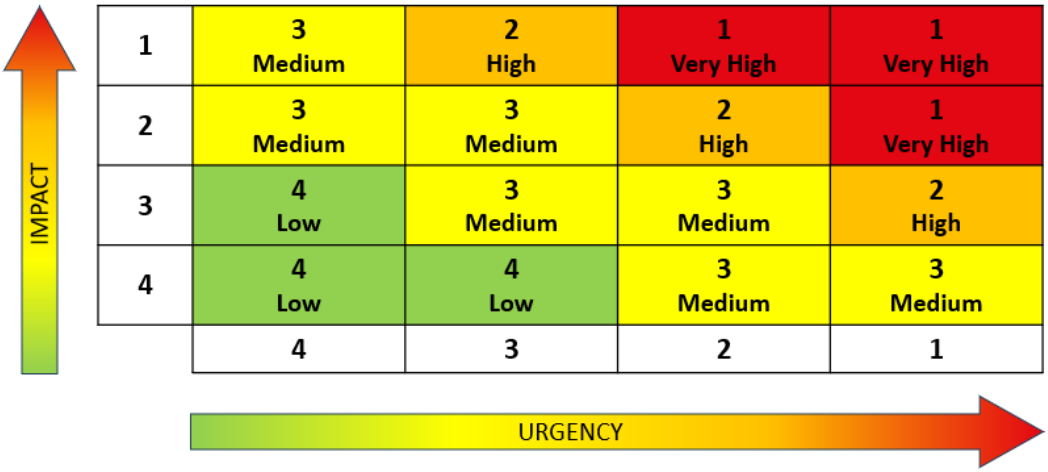

Figure 4: Impact and Urgency Matrix

Service Levels including response times and SOC capability and support hours

NCL's response time and how exactly we respond is dependent upon an incident's priority. This is determined by its impact on the organisation. This information is detailed in Table 1 below.

Table 1: Support Priority Levels and NCL's Mitigation Actions

Priority Level	Definition	Business Hours	NCL Response Time	NCL Actions

P1	• Critical • Failure • No workaround in place • Significant disruption to customer	Monday-Friday (excl. Public Holidays) 0900-1730*	Within 1 hour*	• Call Customer. • Email Customer (automated from NCL Service Desk). • Customer to provide further details. • NCL PS SME engage with customer and be available until Customer is satisfied. • Join Major Incident call(s) on Customer request.
P2	• High • Failure • Workaround is in place • Moderate disruption to customer		Within 4 hours*	• Email Customer (automated from NCL Service Desk). • Customer to provide further details. • NCL PS SME to engage with customer and make recommendations. • Join Incident call(s) on Customer request.
P3	• Medium • Minimal impact to customer		Within 8 hours*	• Email Customer (automated from NCL Service Desk). • NCL PS SME to engage with customer to provide advice.
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Change Control	• Customer / Supplier Change Scheduling	N/A (Scheduled)	Not bound by SLA	• Customer requests Change via email to NCL Service Desk. • NCL raises Change record. • NCL initiate Change Control process and will communicate scheduling to the customer.

*Agreement on an individual basis

Our specific ITSM services are further detailed below.

Automated Discovery Service

Service Description

Our Automated Discovery service seamlessly links to your CMDB solution providing the foundation Configuration Item (CI) details for Incident and Change Management. Our discovery is based on an agentless solution to create Application-Dependency maps, and is a key pre-cursor activity to Cloud-Migrations.

Service Features

- Discovery Scans identify any change in your estate.
- Validation of change deployment.
- Single-pane-of-glass Application Dependency Map.
- Create service models from discovered device and application connectivity.
- Patching Audit Compliance Reporting.

Service Benefits

- Enables Service Model approach to aid service restoration.
- Enablement to Cloud Migration.
- Audit Compliance.
- Rapid Deployment without the need for Agent Deployment.
- Accredited Deployment within multiple Security Domains.
- Facilitates faster incident response through business impact model-based monitoring.

Service Management Integration Consultancy

Service Description

NCL understands that there are many moving-parts to delivering effective Service Management within large Enterprise Organisations, especially within a SIAM operating model. Virtual barriers between Process Teams, Users, Service Delivery Teams and MSPs results in moving-parts that need to be supported and managed to enable effective realisation of Service Desk.

Service Features

- Oversight of existing Service Management digital delivery
- Design of Integrated Service Management solutions
- Service Management digital delivery gap analysis
- Technology consultancy to align current and future ways-of-working
- Service Management Integration design and governance
- Work Package creation and delivery governance
- Service Management strategy
- Process, policy and data consultancy
- Programme and project oversight

Service Benefits

- Detailed Work-Package development articulating outcomes to enable accelerated programme delivery
- Independent oversight
- Enterprise coherence across architecture, data, processes and delivery
- Enabling organisations to fully utilise their digital platforms
- Complete transparency and effective communication
- Practical roadmaps that support delivery of Service Management Strategy

SIAM and ITIL Process Improvement

Service Description

Net Consulting can help organisations review, understand and deliver improvements to a Service Management Framework and supporting tooling. Whether it's delivering a Cloud ready Service Management framework or offering CSI services on existing frameworks.

Service Features

- Delivery of SIAM and ITIL Frameworks
- Delivery of SIAM and ITIL Process Improvements
- Review of organisations Service Management strategy

Service Benefits

- Reduction of operational risk
- Ability to meet the demands of the business
- Improved IT services through the adoption of best practice processes
- Manage multiple suppliers under one governance framework
- Improved service delivery and customer satisfaction
- Better management of risk minimising service disruption or failure
- Service environment designed to support change

ITSM Service Architecture

Service Description

NCL's ITSM Service Architecture offering enables your service management requirements to be transformed into technical requirements, factoring in workshops, process outputs, Foundation Data and 3rd Party Integration requirements into your Service Management architecture.

Service Features

- Workshops to determine the As-is to To-be requirements.
- Service management solution, allowing for tooling and 3rd-party providers integration.
- Consultants up to DV cleared.
- Target Operating Model creation / refinement
- Service architecture and process development / optimisation
- Best practice and practical ITIL® 4 implementation
- Requirement capture and use case development
- Creation of data models and minimum data sets
- Process digitalisation and catalogue development

Service Benefits

- Fully integrated approach to service management.
- Business architectures that integrate fully with the Service Desk processes
- Development roadmaps outlining delivery workstreams to mature Service Desk/ITIL®v4 alignment
- Improved UX through Service Catalogue providing key user services
- Accelerated Service Onboarding architectures derived from an integrated Service Catalogue.
- Development roadmaps to mature your Service Desk and ITIL® v4 alignment.

Secure Network and Infrastructure Services (SNSI)

What is SNSI?

For anyone who wants state-of-the-art, our network and infrastructure services offer complete end-to-end solutions so that customers can enjoy the latest advances, whilst staying always-on and always-secure.
NCL partners produce the most advanced Network Security, Wired and Wireless communications systems and are leaders in the Gartner Magic Quadrant.
NCL provide specialised consultancy and managed services to the private and public sectors, helping businesses perform optimally and securely. No matter how disparate your network is; no matter how many locations it consists of, we have the tools that provide deep visibility and insight.
All NCL services are offered with three service levels, Activate, Managed and Professional Services.

Activate

NCL delivers technology and scheduled activities, support, and advisory engagements:

- Implement
- Integrate
- Report
- Review
- Action[1]
- Enhance / Update[2]
- Knowledge transfer

Managed

NCL delivers technology and the following enhanced activities, and expertise as a single service:

- Implement
- Integrate
- Expand
- Report
- Review[3]
- Action[4]
- Enhance / Update[5]
- Design[6]

Professional Services

NCL delivers technology and the following activities as one-offs:

- Implement
- Integrate
- Expand
- Report / Review[7]
- Action
- Enhance / Update
- Design
- Proof-of-concept[8]

NCL offer solutions within three distinct categories of network: Edge, Core and Cloud. Each category contains services which provide various fundamental and sophisticated networking capabilities.

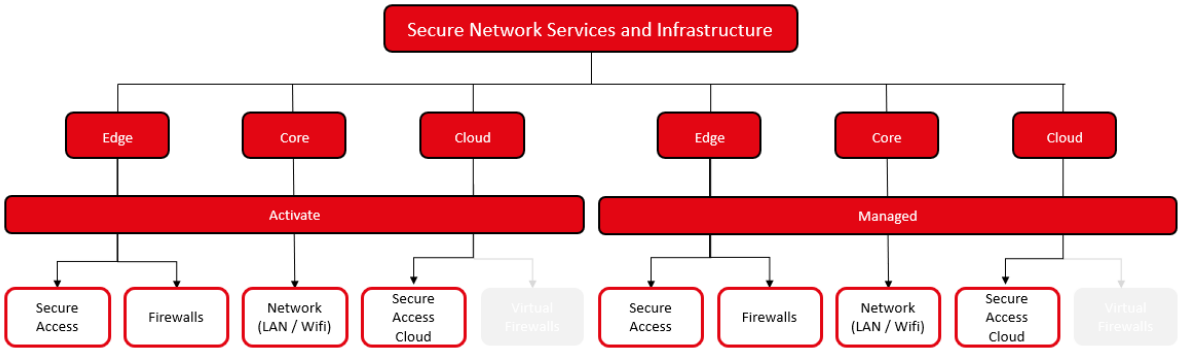

Figure 5: Service Categories

Edge

Technologies related to boundary products that bridge the gap between customer owned networks and the wild (and handle security in the process). Edge is comprised of two services, **Secure Access**[9] and **Firewalls**

Core

Relates to internal networking structures such as switches, routers, WiFi, other network controllers (and occasionally firewalls with routing capabilities). Core is comprised of one service **Networks (LAN / WiFi)**

Cloud

Services/products hosted in third party cloud-based datacentres. Cloud is comprised of two services, **Secure Access Cloud** ('Secure Service Edge' (SSE) and 'Secure Access Service Edge' (SASE)) and **Virtual Firewalls.**

Our Approach

Onboarding

Implementation: A process of discovery and fact-finding takes place. During this time, we will ask for architectural diagrams, data, any relevant 'as-is' configuration information that enables us to further refine any requirements and helps us shape the designs for the service to be implemented. (Usually we come to an agreement on expectations, reporting and customer-care levels before this stage).

From here any necessary assets, licenses and materials identified during the gap-analysis is procured and can either be delivered to customer site(s), or to NCL premises (where we may also configure in preparation for install).

Installation plans are drawn up, dates agreed etc. You can install the technology yourself, or NCL engineers can be dispatched to conduct on-site installation. Typically, there are capabilities that enable remote configuration which may be used.

Integrate: Once the new services (and associated technology / systems) are installed a new phase begins where NCL integrates it with your existing infrastructure, fabrics and processes etc. These usually include LANs, WANs, additional connections, data ingress / egress controllers, firewalls, guards, Cloud integrations, event-monitoring, security monitoring, SNMP etc.

Expand: Where new services are designed to add functions / features / capabilities / bandwidth etc these can either be rolled out as part of the *integrate* stage, or simply come as part of the new systems themselves.

Additionally, if NCL are providing complex expansions to services, they will be project managed and implemented in a controlled manner.

Report: We will provide scheduled reports on your new service. We often find that there are reporting mechanisms built-in with much of the tooling we provide so that you can conduct your own reports, or we can assist you on integrating their output feeds into an event / monitoring capability.

Review: NCL conduct regular reviews of architecture, design patterns and technology and any key metrics which give insight into performance and evidence situational improvement. You will be invited to take part of reviews of your service where we can discuss findings and opportunities to exploit valuable intelligence and explore further enhancements available to you.

Action: NCL will include a set number of Action-Requests as part of any service, these enable us to fulfil on-demand, necessary actions to maintain the service status. You can purchase more action-requests or talk to an advisor about eligibility for additional credits.

Enhance / Update: You can elevate your service level from NCL or purchase additional capabilities or licensed features at any time.

Design: You may wish to explore design options for associated projects, NCL can undertake these activities for you and present you with options on-demand.

Quality Assurance

Define Quality and Performance Benchmarks

Establish Clear Requirements: NCL work with the customer to define clear, measurable requirements and expectations for the new service. This includes service level agreements (SLAs), performance metrics, and any specific customer needs.

Benchmarking: If the customer has not specified requirements, NCL will establish benchmarks based on industry standards and the capabilities the customer had before the new service implementation. This includes identifying areas where clear benefits can be provided.

Implement Continuous Monitoring and Testing

Automated Monitoring Tools: Where possible NCL utilise automated monitoring tools to continuously track the performance of the service against the established benchmarks. This includes monitoring uptime, response times, throughput, and any other relevant metrics.

Regular Testing: NCL can schedule regular testing of the service to identify any potential issues proactively. This can include load testing, stress testing, and penetration testing to ensure the service can handle peak demands and is secure.

Feedback Loops and Reporting

Customer Feedback: NCL will establish channels for regular customer feedback on the service's performance and any issues they are experiencing. This feedback is crucial for ongoing improvement.

Transparent Reporting: NCL provide customers with regular, transparent reports detailing the service's performance against the agreed benchmarks and any areas of concern or improvement. These can be filed at agreed schedules.

Quality Improvement Processes

Root Cause Analysis: In cases where the service falls below the expected benchmarks or customer expectations, NCL conduct a root cause analysis to identify the underlying issue(s).

Corrective Actions: NCL implement corrective actions based on the findings from the root cause analysis. This could involve making adjustments to the service configuration, updating software, or even revising training for both NCL's team and the customer's team if necessary.

Utilisation of Metrics and Measures

Performance Metrics: NCL use collected performance metrics to highlight areas where the service is providing significant benefits or improvements over the previous capabilities. This could include faster response times, higher availability, or reduced operational costs.
Service Improvement Metrics: NCL can develop and utilise service improvement metrics that can demonstrate qualitative and quantitative improvements in the service. This includes user satisfaction scores, incident reduction rates, and efficiency gains.
Ensuring NCL's Quality of Work
Internal QA Processes: NCL implement rigorous internal QA processes within Operations to ensure the quality of work meets or exceeds customer expectations. This includes peer reviews, internal audits, and adherence to industry best practices.
Professional Development: NCL invest in continuous professional development for delivery teams to ensure they are up-to-date with the latest technologies, methodologies, and best practices. This helps in maintaining high standards of service delivery.
Continuous Improvement and Adaptation
Adaptive Strategies: Over the course of the service life NCL develop strategies that allow the service to adapt to changing needs and technologies. This ensures that the service continues to provide value to the customer over time.
Continuous Improvement: NCL have a commitment to a philosophy of continuous improvement, regularly reviewing service performance, customer feedback, and technological advancements to make iterative improvements to the service.

Training/Handover

Customised Training Program Development
Curriculum Design: NCL can create a training curriculum that covers operational, maintenance, and growth aspects of the services. This includes theoretical knowledge, practical skills, and best practices.
Flexible Delivery Modes: NCL offer training in various formats such as in-person workshops, live online sessions, and on-demand videos to cater to different learning preferences.
Hands-on Labs: NCL incorporate hands-on sessions where participants can practice in a controlled environment, simulating real-world scenarios they will encounter.

Implementation and Onboarding

Step-by-Step Deployment: NCL will implement the IT service in phases, if possible, to allow gradual adaptation and learning.
Real-Time Training: NCL will conduct training sessions in tandem with the service deployment to provide immediate hands-on experience with the actual setup.
Documentation: NCL engineers and architects provide comprehensive documentation including user manuals, FAQs, and troubleshooting guides for future reference.
Post-Deployment Support and Handover
Support Structure: NCL establish a support structure where the client's team can quickly get help during the initial phases after deployment.
Feedback Loop: NCL implement a feedback mechanism to identify any gaps in knowledge or functionality, allowing for timely adjustments in training or service configuration.
Formal Handover: NCL conduct a formal handover session that includes a review of the service architecture, operational procedures, and escalation paths.
Continuous Learning and Improvement
Regular Training Cycles: NCL can schedule regular training sessions to cover updates, new features, and advanced topics to ensure the client's team stays current.

Access to Resources: NCL can provide ongoing access to learning resources, including a knowledge base, webinars, and community forums.
Performance Monitoring: NCL can offer tools and guidance for monitoring service performance, enabling the client's team to proactively manage and optimise the service.

Service Management and Support

Support Process

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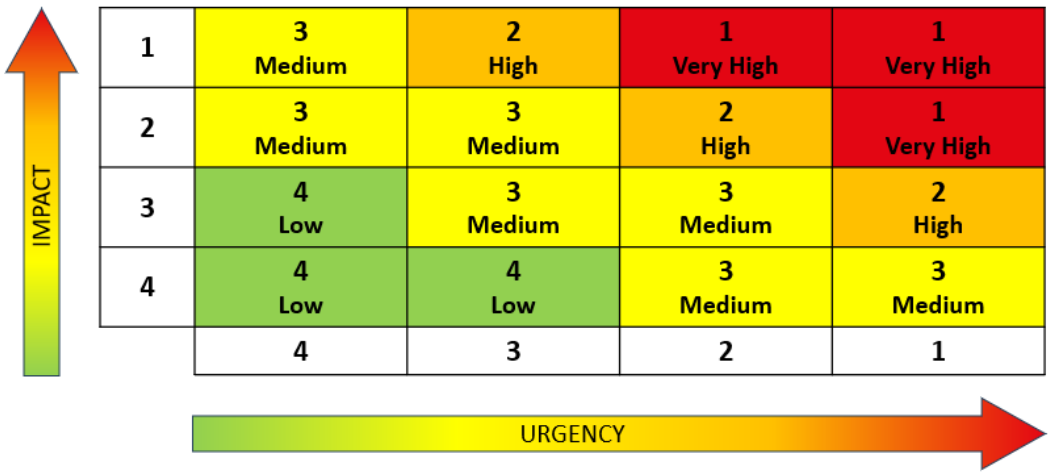

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Hybrid Network Services & SD-WAN

Service Description

Net Consulting's Hybrid Network Services & SD-WAN solution enables you to propel your business through digital transformation by delivering simplified management and operation of your network on a single fabric connecting on-premise, branch and cloud services. Build a WAN that's cost-effective, highly available, secure, performant and resilient.

Service Features

- Centralised cloud-based controller with zero-touch provisioning
- Single click SaaS Connectivity (AWS, GCP, Azure)
- Application steering based on link performance and app fingerprint
- Dynamic Path Selection based on link characteristics
- Full Stack routing capabilities
- Support for traditional MPLS, 4G/5G and internet connection types
- Integrated firewall, security and routing capabilities
- Fine-grained Role-based access control
- High Availability
- Industry leading data encryption and IPSec standards

Service Benefits

- Accelerate cloud migration & Optimize Cloud Architectures
- Route application-traffic in the most efficient, performant & cost-effective manner
- Drive business productivity whilst improving connection resiliency and reliability
- No more CLI's, easily translate business intent into network configuration
- Centralised network management across the entire business
- Increased network availability, security and control for your organisation
- Avoid config troubleshooting, build policies adhering to standards and business-intent
- Build once, standardize, deploy multiple times with confidence
- Network rationalisation, driving lower costs and improved performance
- Streamlined deployment with "phone home" configuration

Cloud Controlled AI-Driven LAN/WAN, WIFI & Zero Trust

Service Description

Delivers automated optimisation, identity-based security and unified policy enforcement. Centralised cloud control provides full visibility, real-time insights, and end-to-end orchestration—reducing manual effort while improving resilience, performance and security across every site and device.

Service Features

- Cloud controlled orchestration for LAN, WAN and Wi Fi networks
- AI driven optimisation for performance and reliability
- Zero Trust identity based access enforcement
- Centralised policy management across all sites
- Real time network analytics and insights
- Automated threat detection and response
- Secure remote management from any location
- Dynamic segmentation of users and devices
- Continuous device posture and compliance checks
- API enabled integration with existing IT ecosystems

Service Benefits

- Improves network performance with autonomous optimisation
- Reduces operational overhead through automation
- Enhances security with Zero Trust controls
- Simplifies management with centralised cloud control
- Increases visibility across entire network environment
- Accelerates troubleshooting with real time insights
- Supports scalable growth across multiple sites
- Strengthens compliance with continuous monitoring
- Minimises risk through proactive threat response
- Enables consistent policies across all users and devices

Azure Secure Managed Service

Service Description

Our Azure Secure Managed Services offering provides end-to-end, proactive management and security for your Microsoft Azure environment. We eliminate the complexity and overhead of managing a high-availability cloud infrastructure, allowing your organisation to fully leverage Azure's scalability and innovation while ensuring an uncompromised security and compliance posture.

Service Features

- Microsoft Azure hosting, backup, monitoring, disaster recovery
- Full managed Azure hosting service
- Design, configuration & implementation of Azure environments
- Azure performance optimisation
- Azure Consultancy
- Elastic and scalable Azure provision to meet your demands
- Managed Azure security patches, updates and backups
- Azure migration consultancy and support
- In-house Azure & public sector expertise
- Complete One Stop Azure service - design, migrate & support

Service Benefits

- Full access to Azure benefits
- Experienced Azure provider
- Single point of contact for your Azure hosting solutions
- Experienced support team with Azure qualifications
- Azure offers a cost effective solution
- Expertise in migration of legacy environments to the Azure cloud
- Azure can scale to meet demand - consumption based model
- Defined response SLAs for Azure

Microsoft365 Secure Managed Service

Service Description

Our M365 Secure Managed Services offering provides end-to-end, proactive management and security for your Microsoft 365 environment. We eliminate the complexity and overhead of managing end-users compliance and security , allowing your organisation to fully leverage M365 SaaS products while ensuring an uncompromised security and compliance posture.

Service Features

- User Management
- Computer Management
- Compliance
- Guest Access
- Data Loss Prevention
- Standard Policies based on CIS Benchmarks
- NCSC Recommendations
- Automation and AI
- Document Management
- Complex Workflows

Service Benefits

- Standard library of security policies
- Maintaining government security standards
- Economy of scale to drive YoY savings
- Robust SLAs
- Expert Cloud Engineers
- Rapid onboarding and service transitions
- Third party integrations
- Tailored to your organisation
- UK sovereign SOC
- Central Monitoring

Our Social Value Commitment

Net Consulting Limited is committed to delivering more than just best in class technical solutions; we strive to enhance social value and provide long-lasting impacts for the communities through our work. We work with our customers and supply chain to maximise the economic, social and environmental wellbeing of local communities in accordance with The Public Services (Social Value) Act 2012, Procurement Policy Note 06/20, and The Wellbeing of Future Generations (Wales) Act 2015. Through leveraging cutting-edge technology and innovative strategies, we aim to empower communities, foster inclusivity, and promote sustainability. Our focus extends beyond profit margins to creating meaningful impacts on society, whether through supporting local businesses, advancing digital literacy, or advocating for environmentally conscious practices. We believe in the transformative potential of technology to drive positive change, and we are dedicated to harnessing its power for the betterment of individuals and society as a whole.

Covid-19 Recovery

Despite the Covid-19 pandemic, thankfully, being, behind us, I'm sure we can all agree that we are still feeling the effects. We work closely with our staff to understand which workplace conditions could be improved to support staff returning to the office. These included effective social distancing including rules for using meeting rooms and placing plastic screens between each desk to reduce the spread of infection. We also introduced remote and flexible working for staff who needed to be at home part-time, particularly when feeling unwell. To combat loneliness and isolation, and to support our staff's health and wellbeing while working remotely, we also introduced regular touchpoints between teams in the form of teams meeting as well as informal virtual socials to ensure people still felt they were connected to and had support from the wider business while working from home full time. The introduction of our Employee Assistance Programme and Private Medical Insurance ensured everyone felt fully supported and could discuss any health issues 24/7 including easily accessing mental health support from home.

Tackling Economic Inequality

As a UK business, we have a duty to help support our business environment including developing the skills of the current and future workforce. We believe that access to technology and digital resources is key to addressing economic inequality. We are committed to leveraging our expertise to empower underserved communities, bridge digital divides, and create opportunities for economic advancement. Through initiatives focused on digital inclusion, skills training, and affordable technology solutions, we work to level the playing field and ensure that everyone has the tools they need to succeed in the digital age. Especially as an organisation specialising in IT services, we are in a unique position to upskill our communities in IT and cyber related fields in an increasingly digital world. As an SME, we also appreciate the benefits of a diverse supply chain. Through local forums and community groups we aim to advocate for equitable policies, prioritise diversity and inclusivity and help new organisations thrive, supporting them in breaking into high growth sectors and industries with high barriers to entry.

Fighting Climate Change

At NCL, we recognise the urgent need to address climate change, and we are committed to leveraging our expertise and resources to make a positive impact. As part of our ongoing commitment to sustainability and Environmental Management, Net Consulting is ISO14001 certified and has a publicly available Carbon Reduction Plan, which we update annually. Through innovative technology solutions, strategic consulting, and advocacy, we are dedicated to reducing carbon footprints, promoting renewable energy adoption, and facilitating sustainable practices within our organisation and wider ecosystem. As well as our corporate efforts, we also seek to influence our staff and our suppliers to improve their environmental practices. Thankfully, unlike many businesses, we're pretty low risk in regard to environmental impact. As a predominantly knowledge-based company, our greatest impact on the environment is travel to and from work; as well as electricity consumption and this is actively monitored and minimised where possible. Our goal is to be at the forefront of the fight against climate change, driving meaningful change through our actions and empowering others to join us in creating a more sustainable future for generations to come. That said, there's always more that can be done to reduce these aspects further, as small activities can have a big impact.

Equal Opportunity

At NCL we are always trying to identify and tackle inequality across all areas of our organisation, from recruitment practices, to training and upskilling our workforce, to providing development opportunities in the way of pay or promotion. Our mission is to create a workplace and business environment where every individual, regardless of race, gender, age, sexual orientation, disability, or background, has equal access to opportunities for growth, advancement, and success. We ensure the entire process is completely transparent, with all relevant information being published on our internal intranet for all staff to access and read at any time. Also, we are incredibly proud to be a Welsh business, however we understand that poverty and social exclusion are major issues in Wales, and we are trying to help this, particularly through providing employment opportunities to those from low-income/deprived areas. We extend this dedication to equal opportunity beyond our own organisation, partnering with clients and stakeholders to promote inclusive practices and equitable access to technology solutions. NCL are committed to harnessing the power of diversity to drive positive change and build a brighter, fair future for all.

Wellbeing, Safety and Security

At NCL, we understand that our people are our greatest asset. Without them, we'd just be some empty offices with some nice branding. It's our responsibility to ensure all our people are happy and healthy, both physically and mentally. We are dedicated to integrating principles of wellbeing, safety, and security into every aspect of our work, ensuring that within our solutions NCL not only meet functional requirements but also prioritise the physical and mental health of users. We have fostered an open and honest environment at NCL, ensuring everyone feels supported and heard, able to discuss any issues with staff at all levels, including ensuring all line managers are appropriately trained to identify and support any staff who may require assistance.
Security across IT landscapes and the Cyber domain is at the core of what NCL provides. Through proactive and rigorous security measures, data protection protocols, and privacy standards, we strive to safeguard sensitive information and mitigate risks in an increasingly digital world for our customers.

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Registered in England and Wales No. 04764210

DRIVING DIGITAL VIGILANCE