



Service Definition

HSCN Managed VM Services

Service assessment guide

What the service provides

The Carelink HSCN Managed Virtual Machine (VM) service provides full proactive management of virtual server platforms up to OS level, with 24x7 monitoring for capacity, performance and faults, routine and proactive maintenance and Change and incident Management, with network access to the Internet, HSCN and other government networks.

What the service can help you achieve – S.A.F.E.

- **Security** – Accredited services designed to meet your information security requirements
- **Availability** – Accredited managed service ensuring your systems are always available
- **Flexibility** – Cloud platforms delivering scalability to meet evolving needs
- **Everywhere** - access to the Internet, public clouds, HSCN and other gov networks

Key service capabilities

- Customer-centric service with named Service Delivery Manager
- High availability platform using best of breed technology
- Deployment of hardened Windows and Linux images
- 24x7 monitoring for faults, performance and capacity
- Managed AV service
- Backup and recovery of VM images and files
- Bespoke server architectures designed to meet requirements
- Security consultation to ensure appropriate solutions in place
- Secure and resilient data centre hosting – purpose built, ISO 27001 accredited facilities
- 24x7 UK based Service desk & NOC for first level incident resolution
- Availability management
- Incident management
- Change management
- Change implementation
- Problem management
- Configuration management

- Service delivery management
- IT service continuity management
- Continuous service improvement
- Monthly service reporting
- Patch management
- Capacity reporting
- Second level incident reporting
- Third level incident resolution
- Maintainer/3rd party co-ordination
- Monitoring & preventative interventions thresholds vs. usage
- Knowledgebase maintenance

Why Carelink

We operate in line with international standards for best practice in service delivery and security, using leading technology and world class facilities. We are the longest established specialist managed service provider to the NHS and work with organisations across public and private sectors.

- We've been providing managed hosting services to the NHS for 20 years and understand the regulations, challenges and aspirations of the sector
- A comprehensive suite of connectivity, security and infrastructure services providing a single point of contact delivering managed external networks and platforms
- UK-based telephone service desk and Network Operations Centre (NOC) function, providing 24/7 support for P1 critical incidents and proactive monitoring, including access to Carelink's technical and business experts
- Extensive independent validation by recognised authorities
- Multiple secure UK data centres connected by high-bandwidth, low-latency dedicated connectivity
- UK sovereignty — assured cloud platform delivered by a UK-based company
- A wide-ranging ecosystem of partners, including public sector and public cloud providers and Internet security services

Platforms and Architecture

Because we understand every application and organisation is different, we engage with you at a technical level, from an early stage. Our team has the expertise and experience to help you choose the best solution and ensure that information governance requirements are met.



We can provision and manage our in-house cloud, public cloud, physical servers and hybrid server platforms. Our aim is to provide cost-effective solutions capable of evolving and scaling with your business. All systems are backed up on a daily basis and have the ability to be restored rapidly in the event of corruption of the OS.

Carelink Cloud (CCSP)

Virtual server estates can be provisioned on our in-house cloud platform – the CCSP. We have designed a high availability solution, with redundancy and scalability built throughout, capable of securely hosting business critical applications.

You can dynamically size your environment to meet your changing needs. We can swiftly assign more storage, memory or bring new servers into your estate as quickly as your requirements change. Expenditure is more controllable and resources are allocated efficiently.

Physical Server and Hybrid Hosting

We understand there can be limitations with cloud environments and sometimes the most appropriate solution involves the use of dedicated physical servers. We can design hybrid architectures, with hardware servers directly hosting resource hungry applications, mixed with virtual machines running less intensive services on the Carelink Cloud.

Where the need for dedicated physical hardware is required, we would work with you to agree the specification of that hardware and provide you with a quote. We are also happy to accept customer provided hardware that meets the agreed specification.

Private Cloud

Private cloud solutions provide robust security and combine some of the benefits of cloud and dedicated physical server hosting. You can realise the efficiencies of virtualisation, through increased utilisation of compute resources, while being able to more closely control the availability of those resources across the estate.

For larger estates, particularly those with high storage volumes, the cost of a private cloud platform can compare favourably against the cost of a public cloud/rental platform. We work with our customers to explore this cost comparison and ensure they get the best value for their money.

Public Cloud and Migration

We have partnerships in place with the leading public cloud providers and can provision environments within those facilities and then wrap our managed service around them to relieve your workload and ensure availability. We have a long track record of migrating infrastructure and services and can help identify and migrate candidates suitable for the public cloud. We can tailor our management to fit with a devops methodology and provide a mixed management approach across your estate.

Data Centre

Because operating within healthcare requires the highest levels of security and service availability, we ensure that every element of our services, from technical infrastructure to service management processes is as secure and robust as possible.

That's why we only use the very best data centre facilities. Carelink's two primary data centres are ISO 27001 accredited businesses; Telehouse, Docklands and Equinix, Heathrow. These premium hosting facilities are ideal for speed, reliability and reach – you couldn't be better connected.

Power

The entire electrical system in the Data Centre is designed with multiple levels of built-in redundancy to help customers obtain continuous operations of their environments.

In Emergency situations, full battery/UPS back-up power sources automatically take over. In the event of a power interruption, the back-up batteries are an interim source of electricity until the back-up generators are online. Power is continuously monitored and all changeovers from commercial power to generator-supplied power are handled by automatic throw-over switches.

Physical Security

One of our highest priorities is providing the level of security required to protect our client's mission-critical operations while assuring only authorised personnel have the 24x7 site access needed to do their work.

Our facilities ensure:

- Onsite 24x7 security, roving patrols & guarded entry points



- Swipe card access to the main site, secured areas and delivery locations
- Motion-sensing digital colour CCTV stationed throughout

Mechanical Systems

Our Data Centres have reliable heating, ventilation and air conditioning systems to assure optimum conditions and help minimise downtime.

Round the clock monitoring is in place, providing additional protection, backed by maintenance contracts specifying a maximum 4 hour emergency response time.

An advanced fire detection and warning system continuously samples the air for any indication of fire – initiating extensive, localised emergency procedures to extinguish any fire at source.

Connectivity

Our managed connectivity services have been specifically designed to cope with applications that need to reliably deliver services and content to large user bases.

Once launched, we will provide resilient network connectivity to HSCN with diverse Internet connectivity from multiple providers. Our data centres are connected by a multi-gigabit MPLS network, designed to allow our clients to geographically distribute their infrastructure and incorporate fail-over and global load balancing capabilities for DR purposes. We have further connectivity into JANET/PSN and defence through our partner organisations and can tailor solutions to make information available to our customers wherever they are.

Managed Service

Carelink is part of one of the most highly accredited managed service organisations in the UK. We combine international standards for best practice in security and service management, cutting edge systems management technology and the UK's premier data hosting facilities, to provide our customers with an unsurpassable, 24/7, managed service 365 days a year.

Customer Care at our Core



We take the time to understand your strategy and anticipate your evolving needs. We stay with you each step of the way; ensuring unbeatable service.

Our customer-centric approach means we maintain teams with technical expertise centred on your environment, providing complete ownership of all incidents, changes and problems. Each customer has a dedicated Service Delivery Manager who acts as an interface into our delivery teams and provides a point of contact for all service related matters. This approach provides complete clarity of service ownership and enables consistency and continuity in the delivery of our services.

Exacting Standards

Our facilities are equipped with best-of-breed technology and certified to ISO security, quality and environmental standards. We have adopted the OGC ITIL framework for service delivery and make continual investments in our infrastructure. The ITIL Framework is widely recognised to be the world's most authoritative set of best practices for IT service delivery.

Technical Excellence

The Carelink delivery team is multi-skilled with deep technical expertise spanning all our customers' systems. Specialist functions provide expertise on Firewall, Network and Security and Database Administration, enabling us to offer comprehensive technical oversight of our customers' entire estates.

Technical Architects are embedded in our delivery teams, and are responsible for the architecture of all customer environments. Engaging at an early stage and working closely, on a continual basis, to understand your business needs and design tailored solutions.

Accreditations

With a heritage in managing world leading mission critical environments you are safe in our hands. Carelink is recognised in the Healthcare sector as a trusted partner, with a strong focus on security and world class service delivery.

We have 20 years' experience of serving applications on the NHS's private network and understand how to enable you to securely reach your users, wherever they are.

ISO 27001



ISO 27001 is the most widely recognised security standard in the World. All Policies and procedures have been approved and published with established training programmes. We are happy to share external audit information on request. Achieving and maintaining this standard means that you can trust that we have undergone a competent, impartial, independent assessment and information is safe whilst in our care.

ISO 9000

The ISO 9000 family of standards relate to quality management systems and are designed to help organizations ensure they meet the needs of customers and other stakeholders. ISO 9000 deals with the fundamentals of quality management systems, including the eight management principles on which the family of standards are based. Consistency of service, quality and continual improvement are central to our ethos.

ISO 20000

ISO 20000 is the first worldwide standard specifically aimed at IT Service Management. It describes an integrated set of management processes for the effective delivery of services to the business and its customers. Closely aligned to the ITIL framework ISO 20000 provides our Customers with the assurance that our processes and procedures have been audited by external third parties and have been proven to meet (and exceed) expected standards.

Ordering

Once you make contact with us we will engage with you at a technical level to develop our understanding of your requirements and we will work with you to design the most appropriate platform, to both meet your requirements and provide you with the best value.

After the technical discovery and compliance processes are complete we will issue you with a quotation for the agreed platform. Your acceptance of this quotation will trigger our service commissioning process, which typically takes around 10 days to complete for small installations.

Contact details can be found at our website: www.carelink.co.uk