



SotaCLOUD - Infrastructure as a Service Service Description – G Cloud 10

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1 Overview

SotaCLOUD – Infrastructure as a Service (IaaS) provides all the technical and cost benefits of a cloud infrastructure that is secure, resilient and professionally managed. The compute and storage platform, data centre environment and core network, are all owned, managed and supported by Sota and are located in the UK.

1.1 Service Usage

- Archiving, backup and disaster recovery
- Compute and application hosting
- Data warehousing
- Relational database
- Firewall
- Load balancing
- Message queuing and processing
- Networking (including network as a service)
- Platform as a service (PaaS)
- Block storage

1.2 Service Features

- Virtual servers and physical servers
- ISO27001 certified
- Highly flexible servers tailored to you
- 24x7x365 server support available
- 99.95% available SLA backed hardware and network
- Private cloud, Public cloud and Hybrid cloud
- Firewall management
- Disaster Recovery -On premise or cloud to cloud
- Backup Service -On premise or cloud to cloud

1.3 Service Benefits

- Reduce costs
- Fully supported platform
- UK based service and support
- Eliminate capital and operating expenses related to data centre operations
- Flexible configurations of CPU, memory and storage

2 Description

SotaCLOUD - Infrastructure as a Service (IaaS) is aimed at customers who require a robust platform for mission critical applications backed up by a comprehensive backup policy and access to the in-house service desk for the resolution of incidents and service requests.

This service eliminates the need for organisations to invest in expensive computing resources such as servers, storage, backup, server rooms etc as well as the staff needed to manage the infrastructure.

The service is fully managed which ensures the infrastructure and operating system provided is always available and fit for purpose by proactively maintaining and monitoring our entire estate and have very early warning alerts configured. This enables us to respond to both incidents and potential incidents, to mitigate and minimise any potential impact to client's services.

The service is delivered from Sota's wholly owned ISO27001 tier 3 data centres based in Kent. Virtualised services are delivered using industry standard virtualisation technology running on hardware from Dell, HP and Cisco. All services are backed up using Veeam and depending on the level of resilience required, both failover and Business Recovery services can be added to the base service.

All Sota's services are monitored 24x7x365 and are managed by our team of highly skilled UK based Infrastructure Engineers.

Holistic solutions can be purchased by bundling hosting, connectivity and management services into a single package from Sota. This approach ensures quality and ownership of service delivery.

3 Service Levels

Sota differentiates and categorises incident and service requests using ITIL principles.

- Incident – Something that is not working or degradation in service
- Service Request – Request for something new

Incidents are prioritised based on Urgency and Impact.

		Impact		
		High	Medium	Low
Urgency	High	1	2	3
	Medium	2	3	4
	Low	3	4	5

Item		Support Level
Event Management (Availability monitoring)		24x7x365
Incident Management	P1	30-Min (Response) – 08:00-20:00 M-F
	P2	1-Hr (Response) – 08:00-20:00 M-F
	P3	2-Hr (Response) – 08:00-20:00 M-F
	P4	4-Hr (Response) - 08:00-20:00 M-F
	P5	1-Day (Response) - 08:00-20:00 M-F
Request Management	RP1	1-Hr (Response) – 08:00-20:00 M-F
	RP2	1-Day (Response) - 08:00-20:00 M-F

Priority	Description
P1	Critical - Any Incident that severely impacts the whole service. <i>This includes unavailability as well as severe degradation of a service where the impact is such, in terms of reduced speed or functionality, that it is material to the service's operation.</i>
P2	High - Any Incident that impacts a whole organisation. <i>This includes unavailability as well as severe degradation of a service where the impact is such, in terms of reduced speed or functionality, that it is material to one or more organisations.</i>
P3	Medium - Any Incident on any Service which has limited business impact and which is not sufficiently severe to be classified as a Priority 1 or 2 Incident. <i>Examples include: minor degradation of a service; non service affecting failures; error message on logon; application crash; or any single user prevented from effectively performing tasks.</i>
P4	Low - Any Incident causing minor disruption to a small number of users. <i>Examples include: minor degradation of a service; application slow; or any single user prevented from effectively performing tasks.</i>
P5	Very Low - Any Incident on any Service which has limited business impact and has very little day to day impact. <i>Examples include: slow logon.</i>
PR1	Any urgent request for service that is not classified as a service impacting incident. <i>Examples include: disabling rogue user accounts, removal of prohibited materials, restricting access to web-site; restoration of database, file restoration</i>
PR1	Any non-urgent request for service that is not classified as a service impacting incident. <i>Examples include: BAU Activities - IMACs Project Requests</i>

4 Service Management

Sota use an ITIL aligned Service Management methodology to deliver services to its customers. Customers can log service requests or incidents via the Sota Service Desk 08:00-20:00 Mon-Fri excluding public holidays. Support outside these times is by exception only and subject to prior arrangement.

The Service Desk can be contacted by phone, email, or web. Sota will produce standardised monthly reports that detail consumption of the service consumed.

5 Service Constraints

The service is limited to hardware and Windows management only, and does not include customer application support. This can be provided through our other services.

6 Pricing

Code	Product	Qty	Each
	SotaCLOUD		
CLO210	SotaCLOUD Compute Unit 12GB Std (per month) 4 x vCPU, 12GB RAM Windows Server Std Licence	1	£37.50
CLO212	SotaCLOUD Compute Unit 16GB Perform (per month) 4 x vCPU, 16GB RAM Windows Server Std Licence	1	£125.00
CLO230	SotaCLOUD Storage 200GB Basic (per month) 200GB Basic Storage Unit Low Performance Tier	1	£8.00
CLO232	SotaCLOUD Storage 200GB Std (per month) 200GB Standard Storage Unit Standard Performance Tier	1	£16.50
CLO235	SotaCLOUD Storage 200GB Fast (per month) 200GB Fast Storage Unit High Performance Tier	1	£25.00
CLO237	SotaCLOUD Storage 200GB Fast+ (per month) 200GB Fast+ Storage Unit Ultra-High Performance Tier	1	£55.00
CLO215	SotaCLOUD Server Replica (per month) SotaProtect HA Option 2 x vCPU, 6GB RAM	1	£20.00
CLO910	SotaCLOUD Server Support Std (per month) Standard Support (Mon-Fri 8-8) per Virtual Server	1	£45.00
CLO120	SotaCLOUD Basic Firewall (per month) Dedicated Virtual Firewall Standard Support (Mon-Fri 8-8)	1	£35.00
CLO121	SotaCLOUD Enhanced Firewall (per month) Dedicated Virtual Firewall Standard Support (Mon-Fri 8-8)	1	£55.00
CLO125	SotaCLOUD Advanced Firewall (per month) Dedicated Firewall (Watchguard) Standard Support (Mon-Fri 8-8)	1	£60.00

CLO960	SotaCLOUD Hosted Archive Mailbox (per month)	1	£1.55
CLO961	SotaCLOUD Hosted Archive 50Gb (per month)	1	£3.00
CLO962	SotaCLOUD Hosted Archive Instance (per month)	1	£11.75
	SotaPROTECT		
PROTE013110	SotaPROTECT Server Virtual (per month) Backup Agent per Virtual Server	1	£20.00
PROTE013120	SotaPROTECT Server Physical (per month) Backup Agent per Physical Server	1	£40.00
PROTE013150	SotaPROTECT Desktop (per month) Backup Agent per PC	1	£5.00
PROTE013230	SotaPROTECT Storage per TB (per month) Offsite Backup Storage in Sota Data Centre Variable per Month	1	£40.00
PROTE013235	SotaPROTECT Storage 200GB (per month) Offsite Backup Storage in Sota Data Centre Variable per Month	1	£8.00
PROTE013240	SotaPROTECT Storage 100GB (per month) Offsite Backup Storage in Sota Data Centre Variable per Month	1	£5.00
PROTE013245	SotaPROTECT Storage 50GB (per month) Offsite Backup Storage in Sota Data Centre Variable per Month	1	£3.00
PROTE013250	SotaPROTECT Storage 25GB (per month) Offsite Backup Storage in Sota Data Centre Variable per Month	1	£2.00
PROTE013530	SotaPROTECT Basic Staging Server 2T (per month) Incremental Backup Storage On-site 2 x 2TB Near-Line SAS, RAID-1 Requires WinSvr Std CPU Lic	1	£45.00
PROTE013540	SotaPROTECT Basic Staging Server 4T (per month) Incremental Backup Storage On-site 2 x 4TB Near-Line SAS, RAID-1 Requires WinSvr Std CPU Lic	1	£50.00
PROTE013560	SotaPROTECT Basic Staging Server 6T (per month)	1	£80.00

	Incremental Backup Storage On-site 2 x 6TB Near-Line SAS, RAID-1 Requires WinSvr Std CPU Lic		
PROTE013570	SotaPROTECT HA Recovery Server 3T (per month) Recovery Server Onsite (5xWorkload) E5-2440 2.4GHz 6C CPU, 32GB RAM, 2 x 3TB Near-Line SAS, RAID-1 Requires WinSvr Std CPU Lic	1	£125.00
PROTE014100	SotaPROTECT Lite 50GB (per month) Back-up to Sota Data Centre 50GB based on selected file size	1	£11.00
PROTE014110	SotaPROTECT Lite 100GB (per month) Back-up to Sota Data Centre 100GB based on selected file size	1	£22.00
PROTE014120	SotaPROTECT Lite 250GB (per month) Back-up to Sota Data Centre 250GB based on selected file size	1	£55.00
PROTE014130	SotaPROTECT Lite 500GB (per month) Back-up to Sota Data Centre 500GB based on selected file size	1	£110.00
PROTE014140	SotaPROTECT Lite 1TB (per month) Back-up to Sota Data Centre 1TB based on selected file size	1	£220.00