ARCUS CLOUDCAUSEWAY

Service Definition
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Service Description

Service Summary

Provides a fully managed service that shares data securely between your internal applications and trusted external, including Cloud-based, systems. It enables self-service portals, mobile applications and integrations between legacy applications and customer relationship management systems. Cloud Causeway routes and manages HTTP and HTTPS traffic between private and public networks.

Features and Benefits

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Robust &amp; performant</td>
<td>Our DDoS-resilient solution has been designed to conform to common design patterns and best practice so that it is highly available, performant and will scale with demand for your services while giving you optimal value.</td>
</tr>
<tr>
<td>Fully-managed</td>
<td>The service is a single point for managing all connections into your systems that requires a single entry in your primary DNS service. It includes monitoring and alerting that will take data feeds from all of the components and report on security incidents and service interruptions.</td>
</tr>
<tr>
<td>Cloud-enabled connectivity</td>
<td>Securely connect with other internal systems and/or trusted external platforms to help drive efficiencies through self-service portals, etc.</td>
</tr>
<tr>
<td>Secure</td>
<td>Our user-segmented solution has been designed from the ground-up to seamlessly wrap your sensitive endpoints with premium controls to enhance your services without development costs or downtime.</td>
</tr>
<tr>
<td></td>
<td>It enforces secure inbound connections (HTTPS) and restricts connectivity for each service to a specific whitelist of approved locations. Common system vendors such as Salesforce and Office 365 are maintained as part of the service provision.</td>
</tr>
</tbody>
</table>
Additional Information

**Detailed Features and Options**

Arcus CloudCauseway is a fully-managed solution to resolve transport issues, route and manage HTTP and HTTPS traffic between private and public networks. This enables organisations to securely share data with other internal systems and/or trusted external systems and platforms to help drive efficiencies through self-service portals, etc.

These data assets are often hidden away in complex internal networks. With Arcus CloudCauseway these can be securely connected with other internal systems and/or trusted external platforms to help drive efficiencies through self-service portals, etc. in addition to opening up organisational opportunities through technical innovation, such as mobile application, etc.

Working within the public sector, we are observing a growing need for services that help our clients securely connect systems located in different clouds and different types of cloud (SaaS, PaaS and IaaS) together and with local systems.

The solution is based around the concept of defence in depth and the creation of appropriate security controls to protect data and applications. The solution is fully managed to save you cost, is quick to deploy, and can adapt to your exacting business requirements.

**How Can It Help?**

The Arcus CloudCauseway provides a number of different benefits to you and aims to centralise the management of connectivity to remove the need for the administration and management of many point to point connections. It is designed to work in conjunction with security controls within the applications and databases whose data is exposed to provide an appropriate level of security. Key features of the Arcus CloudCauseway include the following:
The objective of this service is to unlock the value held within the data owned by organisations.

This objective will be achieved through a list of benefits:

Connected. Managed VPN gateways that provide connectivity to externally hosted systems on AWS or other infrastructure platforms include locally hosted resources. We help route your HTTP or HTTPS traffic over a number of connectivity scenarios using a number of secure and proven techniques.

- **Cloud-enabled connectivity.** Securely connect with other internal systems and/or trusted external platforms to help drive efficiencies through self-service portals, etc. in addition to opening up organisational opportunities through technical innovation, such as mobile application, etc. Routes traffic over numerous connectivity scenarios using secure proven techniques.

- **Secure.** Our user-segmented solution has been designed from the ground-up to seamlessly wrap your sensitive endpoints with premium controls to enhanced your services without development costs or downtime. Enforcement of connections over HTTPS for all connectivity into you and restrictions of connectivity for each service to a specific whitelist of allowed origin connections, common system vendors such as Salesforce and Office 365 are maintained as part of the service provision. Employs best practice to keep your services secure.

- **Robust & performant.** Our DDoS-resilient solution has been designed to conform to common design patterns and best practice so that it is highly available, performant and will scale with your service demand while giving you optimal value. Employs best practice to keep your services running.

- **Fully-managed.** The service is a single point for managing all connections into your systems that require a single entry in your primary DNS service. It includes monitoring and alerting that will take data feeds from all of the components and reporting on security incidents and service interruptions. Removes the overhead of managing multiple connections.

More information on Arcus CloudCauseway go to: [https://www.arcusglobal.com/cloud-causeway](https://www.arcusglobal.com/cloud-causeway)
Complementary services we provide

We provide the full range of AWS services from design through to cost optimisation on G-Cloud:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Service</th>
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</thead>
<tbody>
<tr>
<td>Design your secure environment &amp; plan your move to AWS</td>
<td>AWS Architecture &amp; Design Services</td>
</tr>
<tr>
<td>Design and build your Cloud contact centre</td>
<td>Amazon Connect Architecture, Design and Implementation Services</td>
</tr>
<tr>
<td>Choose and buy AWS and third-party services &amp; reduce costs</td>
<td>Cloud Solution Brokerage &amp; Implementation</td>
</tr>
<tr>
<td>Build your Cloud infrastructure and migrate your applications</td>
<td>AWS Deployment, Integration &amp; Migration</td>
</tr>
<tr>
<td>Run &amp; monitor your services</td>
<td>Arcus AWS Managed Service</td>
</tr>
<tr>
<td></td>
<td>Arcus Cloud Monitoring as a Service (CMaaS)</td>
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In addition, we provide the following products:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Service</th>
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<tbody>
<tr>
<td>Buy Amazon Connect service</td>
<td>Arcus Amazon Connect</td>
</tr>
<tr>
<td>Use artificial intelligence to answer customer calls</td>
<td>Arcus Answer</td>
</tr>
</tbody>
</table>
About Arcus Global

Arcus was set up in 2009 to help transform the Public Sector through digital innovation—fully recognising the potential that Cloud computing can offer in gaining greater efficiencies and increasing digital usability through transformational change. At the heart of Arcus is a vision to simplify the cumbersome technology that often dominates in the Public Sector, making it more flexible and fit for purpose for today and tomorrow’s customer requirements.

To achieve this vision Arcus uses the most modern technology in a disruptive way that makes it accessible to the Public Sector. Delivering solutions using Amazon Web Services since 2011, providing SaaS applications, secure application hosting environments, AI-enabled contact centre solutions, AWS resale and cost optimisation services; Arcus is able to assist the Public Sector to realise demonstrable efficiencies and positive outcomes for citizens.

Based in Cambridge, clients include local authorities, national government departments as well as Universities, the NHS, Private Companies along with Not for Profit Organisations.

Arcus was the first AWS partner in Europe to gain Public Sector competency and are proud to hold the Managed Services Partner accreditation which requires an annual 12-hour on-site audit and has a pass-mark of 90%. We also hold ISO27001 and Cyber Essentials for information security, ISO14001 for sustainability and ISO9001 for quality. In 2017, we won the Computing Award for Cloud Support and received an average customer rating of 8.9 / 10 for the quality of our service.
What Our Customers Say

Some quotations from our customers are provided below:

Arcus built and runs our cloud infrastructure which hosts some very sensitive applications. This is more secure and resilient than its predecessor and has provided significant cost savings. They are a true partner, pro-actively suggesting improvements, overcoming obstacles and consistently delivering a great service.

Jack McGarrigle, Head of IT Applications - Ministry of Housing, Communities & Local Government

We implemented this in four weeks and went live with an initial service...we had a success rate of over 40% of all customers that called in...this will enable our contact centre operators to speak with users who need more support and have complex queries, giving people an increased quality of service

Darren Curry, Chief Digital Officer, NHSBSA
Contact Details

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