Service Definition

Cloud
Cloud Hosting, Cloud Support, Cloud Software

think people, think process, think technology... Think Nexus®

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1 Overview

Qubic Group PLC is a specialist Cloud Services company offering a range of hosted solutions for Data, Voice and Connectivity.

This Service Description guide is divided into eleven sections:

- Think Nexus Cloud Computing
- Think Nexus Telephony
- Think Nexus Connectivity
- Think Nexus Cybersecurity
- Think Nexus Continuity
- Think Nexus Cloud Support
- Think Nexus Professional Services
- Cloud Support Qubic Group PLC Services
- Think Nexus Cloud Software

Qubic Group PLC offer both managed and self-service Cloud platforms built across multiple UK Secure datacenters with multiple interconnects to provide a resilient UK based environment.

The services provided are built on back-end VMware and Hyper-V platforms and can be tenanted or dedicated depending on the end user compliancy requirements. These includes services such-as but not limited to Operating system, monitoring, management, patching, anti-virus, system administration and 24/7 pro-active support.

Each service is priced on a per unit, per hour or month basis dependent on the type of service required and all products and services relate to the minimum terms and terms and conditions of the contract.

For more help with pricing calculations please contact the Qubic Group PLC sales team on 03300412700.
Our full terms and conditions and other information relating to our company, products and services please visit our website https://www.qubicgroup.com .

2 Think Nexus Cloud Computing

Computing

Think Nexus® Computing is a comprehensive range of services that encompasses Cloud Computing; Qubic Cloud, Public Cloud, Private Cloud and Hybrid Cloud, as well as traditional on-premise computing along with the associated infrastructure and support.

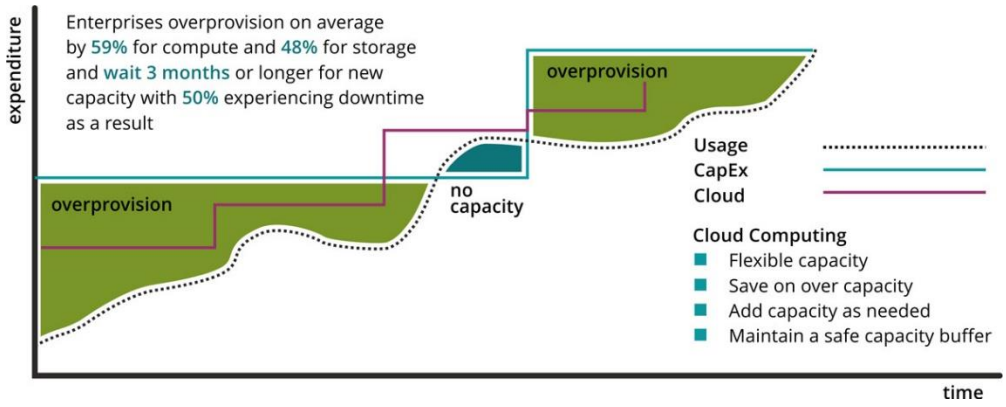
Cloud Computing

To remain competitive in the fast-moving digital world, organisations need to be agile, flexible and responsive and need the right IT to support their strategy. Traditional computer hardware and software acquisition through Capital Expenditure (CapEx) can hold you back; tied to rapidly outdated hardware and software.

Qubic provides Think Nexus® Cloud Computing that is offered 'as a Service' and is built around Qubic's Cloud Nexus that can directly deliver Cloud Computing or can act as a Cloud aggregator, bringing together Public and Private Cloud Services.

Think Nexus® Cloud Computing services are billed based on monthly usage and can be charged against Operational Expenditure (OpEx). This means organisations can quickly and easily add extra resources as their organisation grows or, bring services online to cater for a short-term need such as; a seasonal event or, to create a test environment to develop new software applications before deployment.

The OpEx model also means you are not tied to specific hardware or versions of software – you can simply request more computing power, memory or storage and we can add this at the Core quickly and easily. All core software is managed by us and kept up to date.

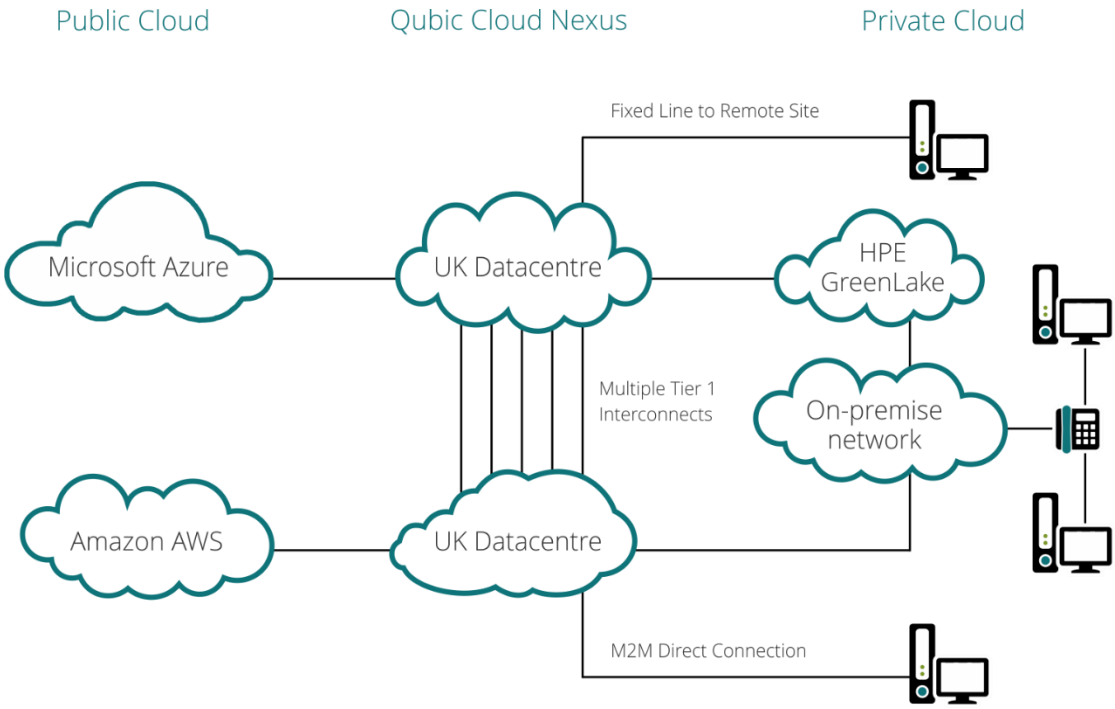


Qubic Cloud Nexus

The Qubic Cloud Nexus is distributed over multiple UK datacentres that are all interconnected by diverse multiple circuits from many different providers. Services can be provided at the Qubic Cloud Nexus or managed through the Core so in effect, Qubic acts as a Cloud aggregator drawing together Public Cloud services from providers including Microsoft Azure and Amazon's AWS as well as on-premise Cloud Services form HPE's GreenLake. Customer on-premise servers can also be integrated into the Qubic Cloud Nexus to provide a hybrid Cloud.

This combination of Public, Private and Hybrid Cloud allows Qubic to create flexible, agile, resilient, high-availability solutions. As Qubic manages its own core, services and resources can be added quickly without having to place work orders with third parties and then wait for a delivery slot.

Through Think Nexus® Connectivity services, users are connected directly to the core without crossing the public internet to provide a faster, more secure connection giving a 'near LAN' experience.



Public, Private & Hybrid Cloud

Public Cloud

Microsoft Azure and Amazon AWS are designed for building, testing, deploying, and managing applications and services through a global network of managed data centres. They can both provide software as a service (SaaS), platform as a service (PaaS) and infrastructure as a service (IaaS) and support many different programming languages, tools and frameworks, including both specific and third-party software and systems.

The Qubic Cloud Nexus interconnects directly with these providers and can deliver their services to you within a controlled and managed environment. The Public Cloud is typically used to bring extra services on-stream rapidly or for a temporary requirement. These services can be billed by the hour or, in the case of AWS, by the minute.

Private Cloud

As part of Think Nexus® Computing we can provide on-premise computing that is provided 'as a Service' and by using services like HPE's GreenLake we can give you similar levels of flexibility to increase resources locally as and when needed.

Hybrid Cloud

Legacy on-premise equipment can also be integrated into the Think Nexus® Qubic Core providing a hybrid of Qubic, Public and Private Cloud. If there is a need to increase capacity it can be added on-premise or in the Hybrid Cloud, depending on the requirement, quickly and without the need for capital outlay, all coming from your OpEx budget. Through a flexible licencing model, users can be switched on and off quickly and inexpensively. Additions and changes are manged by Qubic against our pre-agreed SLAs to ensure rapid response.

On-premise

Infrastructure

As well as providing the Cloud Nexus, we can provide and support the local infrastructure with switches, cabling, wireless and Wi-Fi to build out your local network as well as devices including; desktop and laptop computers, handheld and mobile devices and peripherals such as printers and scanners.

Software

Qubic is a Microsoft Partner and offers popular Microsoft Office software under a variety of licences including Microsoft Office 365 Business and Enterprise editions.
All Server software is managed at the Qubic Cloud Nexus and the latest versions of server software are always available. By using a High Availability configuration, software updates and patches can be applied without service interruption.

3 Think Nexus Telephony

Think Nexus® Telephony is a high availability voice service delivered through the Qubic Cloud Nexus using applications that include; Mitel MiVoice Business, Mitel's Partner Build Telephony, Microsoft Teams and AWS Connect. The choice of telephony application is driven by your specific requirement; each service has its own specific benefits so, we match the way you want to work to the best fit application or combination of applications.

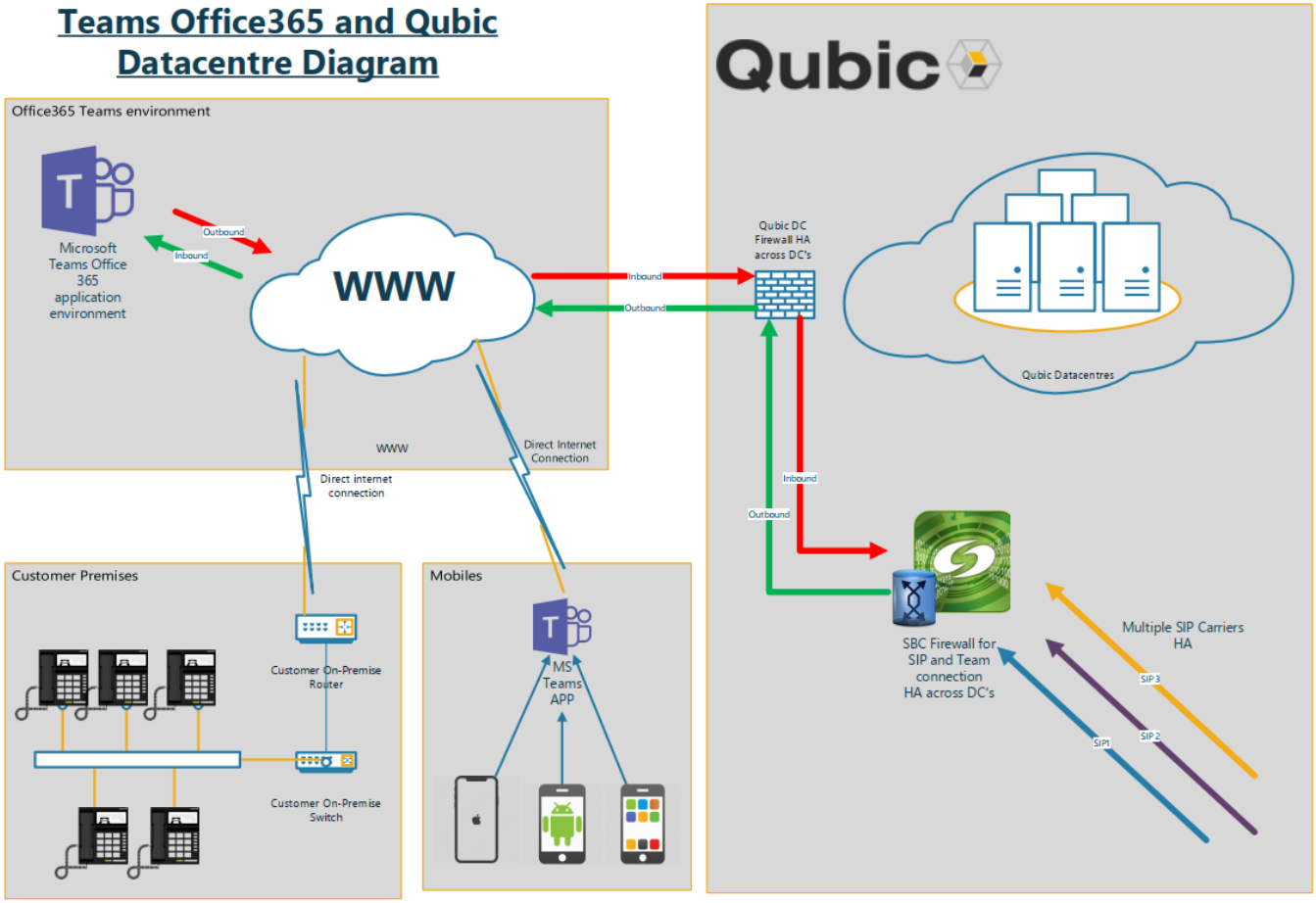
Think Nexus® Telephony services can either be within the Qubic Cloud Nexus or might be a directly connected external service or a legacy on-premise system that is integrated into the Qubic Cloud Nexus. Because we directly manage the telephony environment through the Qubic Cloud Nexus, customers maintain control of their number ranges and IP addresses. For any services within the Qubic Cloud Nexus, software assurance is guaranteed so you will always have the latest version available with no need for you to pay upgrade fees or buy additional hardware.

Resilient and future proof

Because ISDN is approaching end-of-life, we route all calls via High-Availability SIP trunks to provide a future-proofed, resilient telephony service. We design our Think Nexus® Telephony solutions with the voice servers located across multiple centres within the Qubic Cloud Nexus to provide High-Availability. Users and sites are connected to the Qubic Cloud Nexus through our Think Nexus® Connectivity services for added security and performance. Finally, non-geographic numbers can be added to provide an extra layer of resilience.

Qubic Microsoft Teams Telephony – Direct Routing

Qubic provides a Microsoft Teams telephony service that connects to the PSTN via our own direct routing with outstanding-value per minute billing. We can tightly integrate with phone systems including Mitel and provide extended features including contact centre, call logging, voice recording and UC.



Telephony a real choice

Think Nexus® Telephony services can be configured to work the way you want to work. For organisations that are primarily office based, users can be equipped with highly featured desk phones. For those that have a totally mobile workforce you can have telephony that is totally app-based working across mobile devices including; phones, tablets and laptops. For flexible workers, they can take their telephony profile with them; they might login to a desk phone in their home office then flip to a mobile app when they are out visiting a client before hot-desking via a desk phone or softphone on a laptop.

Because a diverse range of telephony services can be Managed at the Qubic Cloud Nexus, we can integrate all these telephony services into a single managed, unified platform that could include existing legacy systems as well as one or more Qubic Cloud solutions.

Smaller businesses can also take advantage of the facilities that have traditionally only been available to enterprise businesses through our Think Nexus® SME Cloud Telephony; simply choose the way you want to work, and we will provide everything you need, simply paid for monthly.

Enhanced Applications

Call logging

Think Nexus® Telephony call recording software captures the details of every call your organisation handles. You can then generate a series of reports that can highlight any anomalous usage to help detect fraud and, provide detailed analytics to measure and manage performance of your team.

Unified Communications (UC)

Unified Communications allows organisations to implement sophisticated multilevel, scheduled auto attendant applications; to provide users with the ability to access and manage their voicemail and email messages from their PCs or telephones; and to simplify administrative tasks associated with monitoring and managing the system over the network.

The unified messaging extension has the capability of text to speech playback of email in a Microsoft® Exchange environment. When using Microsoft® Outlook®, users will be able to record, playback, forward, and reply to voice mail messages as well as view fax messages. Text to speech allows users to listen to their email messages through their voicemail. Users will be able to receive their voicemails and emails through one interface, simplifying the end user's experience and increasing productivity.

Contact Centre

We can provide a comprehensive multi-media contact centre that allows agents to work centrally or remotely in multiple office locations or from a home office. Customers can interact in the way that suits them best. As well as voice calls, customers can communicate by; voice, email, web chat, fax, and social media.

Our contact centre comes with features including;

- Dynamic queue management and intelligent call routing
- Customer self-service to improve response and out-of-hours availability
- Agent and supervisor tools to help make informed decisions and provide prompt service
- Monitoring and coaching to help improve agent performance
- Historical and real-time reporting and monitoring
- Complete computer telephony integration for softphone, screen-pop and UC.

4 Think Nexus Connectivity

Think Nexus® Connectivity is a comprehensive range of fixed and mobile network connections that are delivered through the Qubic Cloud Nexus creating direct connections between all your offices, locations, sites and mobile workers without crossing the public internet.

Fully Managed

Think Nexus® Connectivity works with a diverse range of Tier 1 carriers to deliver the circuit infrastructure but all the services such as; Direct Internet Access, Quality of Service, Class of Service, SD WAN or MPLS are added at the Qubic Cloud Nexus and are managed by us. This means that services can be configured, and capacity can be changed quickly without having to place work orders with third parties and then wait for a delivery slot.

All circuits are monitored 24/7/365 at our Network Operations Centre. All faults are fully-managed and escalated where necessary with carriers. Because our connectivity is managed within the Qubic Cloud Nexus, in the event of a global carrier outage, Qubic can often use alternative routing to bring customer sites back online quickly and securely.

Designed for the Cloud

Think Nexus® Connectivity products provide connectivity that does not cross the public internet and can deliver the full capacity of the line, un-throttled and uncontended directly to the Qubic Cloud Nexus. This direct connection unlocks the full benefits of Think Nexus® Computing and Think Nexus® Telephony.

Think Nexus® Connectivity creates direct connections to any services that are located at to the Qubic Cloud Nexus including; Public, Private or Hybrid Cloud. This direct connection gives users a ‘near LAN’ experience with improved quality and reliability.

Think Nexus® Ethernet Services

Our enterprise-grade Think Nexus® Ethernet Services are delivered over dedicated fibre circuits ranging from 100Mbps to 10Gbps. The services are managed at the Qubic Cloud Nexus and can be configured in any topology to cater for changes in an organisation’s requirements, typically; Layer 2 VPLS WAN, IP MPLS WAN, SD WAN, SIP with QoS, Layer 2 DIA at a site or centralised internet breakout for multisite applications.

Add-on resilience is provided by delivering another circuit, usually from a different carrier. This can be provided with a low bandwidth tariff but with a burst option so, it can take over if required.

Think Nexus® Broadband Services

For smaller businesses or satellite offices and home-workers we provide Think Nexus® Broadband Services. These are fibre, where possible, or high-speed traditional broadband circuits that connect directly to the Qubic Cloud Nexus, just like our enterprise-grade Ethernet Services. Services are added and managed at the Qubic Cloud Nexus, giving near LAN connectivity to Think Nexus® services and connected Public, Private and Hybrid Cloud services.

Telephony Connections

With ISDN approaching end-of-life, we provide High-Availability SIP Trunks that connect to the Qubic Cloud Nexus as well as non-geographic numbers that route to the Qubic Cloud Nexus. Qubic can manage and re-route calls, if needed, to ensure Business Continuity.

Think Nexus® Mobile

Qubic provides traditional mobile telephony services from the major network providers including; Vodafone and O2. As an independent, we are able to create a bespoke call and data plan to suit an organisation's specific needs with flexibility to offer short-term agreements if needed.

All our Business Mobile packages have been designed to deliver the agility and flexibility demanded by customers in the 'always-on' world. Whether you choose a device-included package, or a SIM only package you will receive;

- Unlimited calls to UK landlines and mobiles
- Free European* roaming – use your voice and data allowance when travelling in Europe at no extra cost
- Add-on International bundles when travelling elsewhere
- Regular account management reviews to ensure you are receiving the best value

Using Office 365 and other applications, you can work on the move. You can use your familiar Office tools including Word, Outlook and Teams to read and edit documents, send and receive emails and participate in video conferences wherever you are. With our mobile apps, you can make and receive calls on-the -move as if you were in the office.

it is important to keep your business information safe and secure. Using our Mobile Device Management (MDM) suite, you can easily wipe a device remotely to eliminate the possibility of unauthorised access. You can even select which information is personal and which is for business so when someone leaves the company, you can delete your financial spreadsheets and leave their selfies intact.

Think Nexus® M2M

We also offer Machine to Machine (M2M) connectivity. We have a direct interconnect between our Qubic Cloud Nexus and the mobile core – this allows us to provide secure mobile extensions to corporate networks that deliver a LAN experience to mobile workers. Mobile connections are direct to one of Qubic's Core datacentres at which point the connection becomes effectively a secure extension of the LAN with the same IP range.

You can provide workers that are 'on-the-road' with a mobile solution that enables them to connect securely back to the corporate network as if they connected to the LAN.

For organisations that need to create a temporary office that is securely connected to their LAN such as a construction company setting up a site office or the emergency services setting up an incident room, Think Nexus® M2M offers an instant solution.

5 Think Nexus Cybersecurity

Think Nexus® Cybersecurity securely makes applications and data available to all authorised people, on any device, at any location and at all times while preventing access to unauthorised people and those with malicious intent.

Think Nexus® Cybersecurity encompasses a range of measures designed to offer a multi-layered defence that has a light-touch impact on authorised users allowing your staff to conduct business the way they want. All our activities are underpinned by Qubic's ISO 27001 accreditation.

We work with you to understand what regulatory requirements you need to comply with, what is your key customer demographic and how would they prefer to interact with you? So, we can build a reliable means of helping you to deliver the levels of customer service that you need without compromising security.

Think Nexus® Interrogate & Report

Think Nexus® Interrogate & Report lays the foundations for Think Nexus® Cybersecurity. We introduce our Network Agents to your entire IT infrastructure; some run externally, others are centrally managed, some are introduced locally, and others run from an appliance connected to your network.

Each Agent has a specialised profile to collect data relating to your network, devices and end-users designed to support specialist IT disciplines or compliance areas.

With the Network Agents introduced, they can now begin to collect the raw data that we turn into management information through our reporting module. Detailed reports are generated covering every aspect of your IT infrastructure. These reports identify vulnerabilities, categorise them based on priority and suggested courses of action.

Running a single report can be useful to give you a baseline to work from or may be required as a compliance document for your industry regulator or as evidence for your insurance company.

Our recommendation is to run the reports regularly giving you confidence that the security measures you have in place are being effective and that any new threats or weaknesses can be quickly identified, and an action plan can be rapidly drawn up and implemented.

Mobile Threats

Are your employees walking, talking potential data breaches? We no longer have deskbound employees that leave all their data and access to that data in the office when they go home at night. The modern productive worker is mobile and flexible using multiple devices including laptops, tablets and phones to access and store potentially sensitive information. The challenge is to allow them to continue to work while keeping them secure.

Mobile technology can bring to your business faster customer service, anywhere productivity, improved collaboration and more. Security is always a concern; the truth is, human beings are typically the weakest link when it comes to data security. Even if you have the right policies in place, even the most capable people make mistakes. They CC the wrong person on a confidential document. They leave their phones in taxis, restaurants and airports. They don't enable proper security. It happens – and it could happen to you.

So, what can you do? Disallowing mobile devices altogether would put you way behind your competitors. And heavy-handed security policies can prevent users from getting useful work done.

Mobile Device Management

Implementing a Think Nexus® Mobile Device Management (MDM) solution gives you visibility and control of iOS, macOS, Android, and Windows devices. The intuitive portal lets you get the most out of MDM with the minimum of hassle.

Using over-the-air (OTA) device enrolment lets you start managing your devices in minutes. It's quick and easy with no hardware to install.

Data leaks and breaches

In today's digital world, it's easier than ever to share information. For the most part, that's a good thing, whether it's getting a proposal to a client or working together on a business document. However, sharing with the wrong person is just as easy. With the introduction of GDPR, the consequences of a data leak can be expensive in terms of reputation and in potential ICO fines.

Weak security

With so many apps, services and devices in people's lives today, the temptation to sidestep security policies to save a few minutes is more powerful than ever. As a business, you can't afford to take that risk. If you're going to let people bring their own devices to work, you need a way to make sure configurations comply with your standards – and stay that way.
Once devices are enrolled, you can configure, monitor and control hardware, software and policies to ensure mobile data security meets your standards. You can choose which apps are allowed (or not) and be confident that everything is up-to-date with the latest data security measures.

Get more done, more securely

People are your biggest asset – but when it comes to mobile workforce security, they can also be your biggest liability. With MDM, you get a complete, easy-to-manage solution that lets you take full advantage of the mobile revolution while giving you peace of mind that your business is protected. Set your business strategy then decide what best supports that in terms of technology not the other way around.

6 Think Nexus Continuity

An organisation can be faced with many situations that could affect its ability to operate. A total building failure through fire, flood or explosion is a rare occurrence but, much more likely is; a server failure, a Ransomware or virus attack, a communications outage or a burglary at your offices.

Think Nexus® Continuity provides a multi-layered approach to try to avoid potential disaster and a series of measures designed to get an organisation up and running as quickly as possible in the event of an incident.

Proactive measures

Think Nexus® Computing and Think Nexus® Telephony have high-availability designed in at the server level. Each server is replicated at another location within the Qubic Cloud Nexus so that in the event of a failure of the primary server, operation will automatically failover to the secondary server without any loss of service.

For mission critical locations, we always recommend installation of a backup Think Nexus® Connectivity circuit which we will provide from a different Tier1 Carrier so in the event of a failure of the primary circuit or, of the provider of the primary circuit, we can move operation to the secondary circuit. This is made possible because we manage the connectivity at the Qubic Cloud Nexus and can reroute services quickly while maintaining the same network settings and IP range.

For Think Nexus® Telephony customers we provide SIP trunks on the high-availability realm. As a second level of resilience, we recommend the use of non-geographic telephone numbers; these can quickly be redirected in the event of a failure to another building or indeed, to a mobile service.

We provide a comprehensive range of preventative measures through our Think Nexus® Cybersecurity products that are designed to block or limit the effect of those with malicious intent. This is provided through a multi-layered approach with a combination of; web content and email content filtering, firewalls, traditional signature based anti-virus, anti-spam and anomalous activity lock down software.

Back-up and recovery

In the event of the loss of data, a Ransomware attack or a server failure, a robust back-up regime is essential. Systems that require manual intervention such as tape backups or systems that overwrite a previous backup can leave you entirely exposed. All our backup systems make incremental backups so, you can always wind back to a version that is not corrupt or infected. The time interval between backups is determined by you; if you can afford to lose a day's data then daily backup are fine but if even the loss of an hour's data could be problematic, you will need much more frequent backups.

There is a range of Think Nexus® Backup Solutions that give varying degrees of protection.

Think Nexus® Backup

Think Nexus® Private Cloud Backup

This is our ultimate back-up solution that takes incremental backup as frequently as every 15 minutes. A Think Nexus® Private Cloud Backup server is located on your premises and is replicated in the Cloud. In the event of a

total server loss, the onsite Think Nexus® Private Cloud Backup server or the copy in the Cloud can take over as a live server within 20 minutes to bring your organisation back online. In the meantime, servers can be repaired, rebuilt or replaced and once ready can take over operations, returning the Think Nexus® Private Cloud Backup server to its backup role.

In addition, the Think Nexus® Private Cloud Backup server gives you granular access to be able to restore individual files of folders as well as database and email backups at the email, folder or mailbox level.

The ability to recover from a problem is as much about the quality of the backup as the frequency. Think Nexus® Private Cloud Backup provides backup alerts and boot tests as well as providing Ransomware detection and prevention on backups.

Think Nexus® Vault Backup

With Think Nexus® Vault Backup a Vault Backup server is added to your on-premise network. It can back-up multiple servers which can be any combination of physical or virtual machines. Vault Backup automatically makes a complete initial image of the server, system and data: at predetermined time intervals, increments and changes are added to the image. Back-up time intervals can be as frequent as every 15 minutes to suit each situation. We store, by default, the last 12 months of backup but this can be changed if required.

In the event of a server failure we will restore the system and data to a fully working server, this can be between four hours and two weeks depending on the amount of data that needs to be restored. To provide protection against building failure that results in loss of the Vault Backup server, the complete image can be regularly copied to another location either at a separate site or in one of our datacentres.

In addition, the Think Nexus® Vault Backup server gives you granular access to be able to restore individual files or folders, as well as database and email backups at; email, folder or mailbox level.

Think Nexus® Public Cloud Backup

Think Nexus® Public Cloud Backup is designed specifically to backup Microsoft Office 365 Applications and application data such as Office, 365 Exchange email, OneDrive SharePoint, Calendar and Contacts.

This is a purely Cloud based service. It provides for three incremental backups a day and gives the ability to granularly restore files and folders. The data is encrypted both at rest and in transit.

7 Think Nexus Cloud Support

Support

Traditional IT service and support can be confusing; typically, customers have multiple service contracts spread across different providers, various warranties and software licences to manage and a diverse portfolio of devices and peripherals to look after. Service agreements can overlap or there can be gaps with no party taking responsibility. Usually, you have to wait until something goes wrong to find out that you have a problem.

Think Nexus® Support has simplified the whole process by bringing all your IT support under a comprehensive, single, managed service. It may be comprehensive but it's not 'one-size fits all'. We recognise that organisations work differently; some work around the clock others are just 9 to 5, some need everything fixed immediately, others can wait a day or so. Plus, we don't wait until things go wrong, our proactive monitoring can anticipate issues before they arise, so action can be taken.

Proactive Monitoring & Support

Proactive monitoring by the NOC

At the core of Think Nexus® Support, is our Network Operations Centre (NOC) that uses people and technology to constantly monitor every aspect of your system against a pre-determined performance template. It monitors parameters such as disk, memory and processor usage, network performance or hardware errors.

If any parameters are triggered a ticket is raised and an automated fix is carried out. If the automated fix cannot be achieved an engineer makes the fix remotely or if required, an engineer is despatched to the necessary location.

Help desk

If anything goes wrong, the help desk is there to sort out the problem over the phone; it could be a user who's forgotten how to insert an image into a Word document, it could be a user who cannot get their printer to print or it could be a server issue. Whatever it is, the help desk will talk the user through the issue, remotely support and fix where possible or arrange an on-site visit if needed.

Customers can raise a support ticket by phone during designated hours or at any time by email or directly on the Think Nexus® Support portal.

On-site visits

To fix the fault as quickly as possible, we will resolve issues remotely if we can but, there are some situations that require an engineer to visit. We have a sizeable team of geographically based, fully qualified and experienced engineers available to undertake on-site visits.

Experienced team of engineers

Many of our engineers have been with us over ten years, our longest serving engineers have been with us since the company was started. We run a full apprentice training programme drawing on our diverse communities; we

are an equal opportunity employer. All engineers complete the relevant manufacturer training which they combine with their problem-solving and field experience. The team has built up a vast knowledge base that engineers can exchange and draw upon.

Support levels

We have three levels of service; customers can select the level of cover that best meets their needs.

Round the clock

Your entire system is monitored 24 hours every day with corrective action taken remotely as necessary. The help desk is also available at all times for all users. Any on-site visits required will be schedule in accordance with agreed SLAs.

Extended hours

If an organisation needs cover later into the evening and at weekends our extended hours option give helpdesk cover seven days a week from 8 to 8. You still get 24/7 NOC monitoring and around the clock remote corrective action and any on-site visits required will be scheduled in accordance with agreed SLAs.

Working hours

This gives your whole system cover Monday to Friday from 9 to 5 and access to the help desk but even outside of hours, the NOC is monitoring your systems with corrective action taken remotely as necessary. Any on-site visits required will be scheduled in accordance with agreed SLAs.
Remote only cover option
If you don’t need on-site support, we can offer a remote only service that gives you NOC monitoring and fix and help desk but no on-site support.

Regular On-site Engineer

Many organisations do not have any internal IT management resource but need an ad-hoc or regular engineer on-site visit to undertake regular on-site maintenance and updates. Qubic can offer engineers on an ad-hoc basis or, customers can buy a block of on-site days to be drawn down as and when required.

Support level definitions

	Working hours	Extended hours	Round the clock
NOC monitoring	24/7	24/7	24/7
NOC fix	9 to 5	8 to 8	24/7
Helpdesk support	9 to 5	8 to 8	24/7
Remote server support	9 to 5	8 to 8	24/7
On-site server support (Available at an extra cost)	9 to 5	9 to 5 (8 to 8)	9 to 5 (24/7)
Monthly patches and updates	Included	Included	Included
Antivirus, anti-spam monitoring and fix	Included	Included	Included
System changes, user adds, user modifications and other admin tasks under 15 minutes	Unlimited 9 to 5	Unlimited 9 to 5	Unlimited 9 to 5
Hardware warranties and software licence management	Included	Included	Included

8 Think Nexus Professional Services

Qubic has a highly knowledgeable and experienced team of diverse industry experts that provides consultancy services. We help organisations understand how best to deploy technology that can contribute to achieving their overall business objectives. Think Nexus® Professional Services are offered as part of any Think Nexus® service from Qubic or as a standalone service.

Frequently, organisations will partner with Qubic to advise on how to improve the performance of an existing installation or perhaps, to give input into future strategy for emerging technologies such as IoT, Migration to the Cloud or Big Data.

Design & Implementation

System Design

Qubic has a team of technical experts that can work with you to create a resilient, secure network design. They are skilled and experienced in all aspects from datacentres to desktops along with software, connectivity and high-availability configuration. The Qubic team is fully trained on the products its partners including; Microsoft, Amazon, Vodafone, HP and Mitel and maintain a watching brief on innovations, future trends and industry best practices.
Qubic is able to offer its consultancy services to the Public Sector. Qubic is an ISO 27001 accredited organisation and, within the Public Sector, is security cleared to a very high-level. As a result, Qubic is highly experienced at connecting and operating within environments controlled by IL3/4 standards.

Migration to the Cloud

Cloud computing continues to evolve to become the mainstream standard for IT. Although cloud computing is a foundation for digital business, many organisations still struggle to move forward. The respected research company, Gartner estimates that less than one-third of enterprises have a documented cloud strategy. Once the decision to move to the Cloud has been taken in principle, Qubic will work with you to ensure that you design a strategy that delivers against your business objectives and drives greater speed, agility and innovation.

Project Management

To ensure project delivery on-time and on-budget, Qubic practices the PRINCE2 project management method. PRINCE2 (PRojects IN Controlled Environments) is a process-based method for effective project management. PRINCE2 is a de facto standard used extensively by the UK Government and is widely recognised and used in the private sector, both in the UK and internationally.

Key Features

The key features of PRINCE2 are:

- Its focus on business justification
- A defined organisation structure for the project management team
- Its product-based planning approach
- Its emphasis on dividing the project into manageable and controllable stages
- Its flexibility to be applied at a level appropriate to the project

GDPR Consultancy

GDPR replaced and updated the Data Protection Act (DPA) of 1998 in 2018. There has been an explosion in the use of the internet; individuals have freely given information when signing up for services online with little thought for the consequences. Everything we do is adding to our digital footprint; price comparison sites, supermarket loyalty cards, Social Media organisations even ordering a takeaway means filling in a form – every interaction and transaction is recorded somewhere and is potentially shared.

GDPR is designed to address this 'new data normal'. It puts the onus squarely on the shoulders of organisations to treat personal information respectfully and responsibly. The Information Commissioners Office (ICO) is the UK body responsible for enforcing the law – it can carry out an audit on any organisation at any time. Under GDPR, non-compliance can come with heavy fines (up to £17 million or 4% of turnover allowed under the new law) but the focus is more about getting it right and helping protect personal data. Apart from fines, the GDPR gives the ICO a range of sanctions to help organisations comply – warnings, reprimands, corrective orders. While these will not hit organisations directly in the pocket – their reputations will suffer a significant blow.

Qubic has always helped its customers keep their information safe through a series of cybersecurity and business continuity measures. We have invested to be able to help our customers comply with GDPR. We offer a range of service levels from an initial audit to a full, on-going GDPR compliance programme.

Ongoing support

Ongoing compliance with GDPR requires a combination of; processes, people and technology. Our audits and advice can get your organisation into shape to be compliant, but you must follow the process and keep your people and technology up-to-date to maintain your compliance. We provide a suite of ongoing services to help you maintain your position.

Processes – GDPR Policy Pack

If you have existing Data Protection policies and processes, we can audit those existing processes and update them to GDPR compliance. Or we can develop a complete bespoke GDPR compliant set of policy documents saving you the time and expense of creating from scratch.

People – GDPR Education & Training

It is fundamental that everyone in your organisation understands the importance of protecting personal data and that it's not just about electronic files on a server, it's also about scraps of paper, post-it notes, paper files, mobile phones, USB sticks – in fact anything that you could record personal information on. We provide a full programme of training and education for your entire team.

Technology – Protecting Digital Data

Avoiding data breaches and keeping personal information safe is a fundamental tenet of GDPR. Qubic's Think Nexus® Cybersecurity provides a range of measures designed to offer multi-layered defence that has a light-touch impact on authorised users allowing your staff to conduct business the way they want. All our activities are underpinned by our ISO 27001 and Cyber Essentials accreditations.

Our Enhanced GDPR Audit reports will highlight any areas of concern or non-compliance across your entire estate. We will work with you to take the required corrective action to make your systems initially, fully compliant.

Real-time monitoring will continue to help keep your systems compliant. Any issues will be flagged and resolved,

you will receive email alerts to keep you informed.

Regular system reports will provide the evidence needed to demonstrate your systems' compliance to the ICO if required.

ICO Audit Support

The ICO will from time to time audit companies. If required, we will support you through the audit and help by providing any reports or other evidence as required. If required, we can provide a qualified compliance officer to act as your DPO.

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