HGS AWS

SOFTWARE SUPPORT – MANAGED SERVICE

Service Definition Document

G – Cloud 12 – July 2020

TABLE OF CONTENTS

1. HGS AND THE SERVICES WE WILL PROVIDE 3

Description of Services 3

Why HGS for AWS Cloud Managed Services? 5

About HGS 6

2. IMPLEMENTATION / EXIT 7

3. OPTIMISING QUALITY & PERFORMANCE 7

4. AFTER SALES SUPPORT 8

5. PRICING 8

6. TECHNICAL REQUIREMENTS 8

7. TERMS AND CONDITIONS 9

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1.HGS AND THE SERVICE WE WILL PROVIDE

Description of Services

HGS AWS Cloud Managed Services

Our AWS certified experts deploy and deliver the **HGS AWS Cloud Managed Service** for OFFICIAL workloads, that is tailored to your needs; from basic monitoring to fully managed solutions:

HGS AWS Cloud Managed Service is designed to ensure operational excellence, performance efficiency, reliability, security and compliance. **HGS AWS Cloud Managed Service** ensures you can quickly react to market changes, effectively manage your enterprise applications / OFFICIAL workloads and make regular updates to future-proof your cloud applications and achieve cost optimisation / value for money.

Our AWS certified experts will work with you to scope and recommend the right **HGS AWS Cloud Managed Service** Tier for your business, organisation and solution requirements to ensure the AWS Managed Service is streamlined.

In addition, through our partner ecosystem, we can offer enhanced cloud SOC services with 24/7 UK SC cleared personnel, through our partner UKCloud, who is also a G Cloud Framework provider.

Tier 1: 24/7 AWS Cloud Monitoring Service

The 24/7 AWS Cloud Monitoring Service is designed to identify and eliminate potential threats that might disrupt your network's functions to include.

- 24/7 monitoring of AWS Cloud instance
- Alerts and monthly reporting
- Training and access to monitoring tool for the buyer
- Level 1 Support
- Root cause analysis and reporting

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Tier 2: AWS Cloud Platform Management Service +Tier 1

Includes Tier 1: 24/7 AWS Cloud Monitoring Service

The AWS Cloud Platform Management Service is designed to help you save money, improve security and increase the efficiency of your cloud for simplified usage, accelerate cloud adoption and increased ROI. Our team of AWS experts will work with you to onboard the service and to set up alerting thresholds, notifications and contacts for the monthly reporting. This service is designed to provide you access and insights to include:

- Cost and billing analytics; historic / predictive
- Cloud best practices and optimisation
- Security and compliance best practices
- Spending thresholds and alerts
- Detailed reporting, best practice usage, security and compliance

Tier 3: 24/7 AWS Cloud Support Services + Tier 1 + Tier 2

Includes Tier 1: 24/7 AWS Cloud Monitoring Service + Tier 2: AWS Cloud Platform Management Service

Our 24/7 AWS Cloud Support Service gives you access, 24/7 to on call AWS Experts who can help troubleshoot and resolve your cloud issues. The service includes:

- 24x7 AWS cloud support desk
- Level 1, 2 and 3 support AWS experts for issue resolution
- Root cause analysis
- Monthly reporting

24/7 AWS Cloud Support Service ONLY

Our 24/7 AWS Cloud Support Service only, gives you access 24x7 to on call AWS Cloud Support Experts who can help troubleshoot and resolve your cloud issues, to include:

- 24x7 AWS Cloud Support Desk
- L1, L2, L3 support for issue resolution assistance
- Root cause analysis
- Monthly reporting

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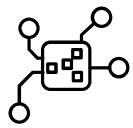
Why HGS for AWS Cloud Managed Services?



HGS is a proven Amazon Web Services (AWS) Consulting Partner.

We successfully assess, plan, build, migrate and efficiently manage AWS cloud for our clients using the latest technologies across multiple industries including Government, healthcare and financial services. This is reflected in our industry leading client awarded NPS score of 75.

HGS AWS Certified Experts have 11+ years Cloud Experience.

HGS AWS certified experts assess readiness, deploy and deliver OFFICIAL workloads; breaking complex cloud migrations into manageable, achievable steps. Credentials include but aren't limited to:

- AWS SysOps Administrator
- AWS Solutions Architect Professional
- AWS Certified Cloud Practioneers
- Certified Payment Card Industry Security Implementer (CPISI)
- Certified Ethical Hacker
- Tenable Certified Nessus® Auditor (TCNA)
- Site 24/7 Certified Product Associate
- Pandora Labs Vulnerability Assessment and Penetration Testing
- AWS Business Professional (Digital)
- AWS for Windows - Technical (Digital)
- AWS Solutions Training for Partners - Big Data and Analytics (Digital)
- AWS Solutions Training for Partners - Migrating to AWS (Business Digital)
- AWS Solutions Training for Partners - Technical Foundation (Classroom)
- AWS TOC and Cloud Economics (Digital)
- AWS Technical Professional (Digital)

They use **proven methodologies** to include Prince 2, Sprint, Scrum and SAFe, combining agile practices at enterprise scale with structured and documented project governance.

We are a Trusted UK Government Tier 1 Supplier.

For over 20 years we have processed and stored OFFICAL citizen personal data. Our overriding principle is to maintain protective security, keeping customer data secure. We have an established ISMS, conform to the HMG Security Policy Framework and fully accredited to, as a minimum ISO 9001:2015, ISO/IEC 27001:2013, eSCM SP-2.01 and cyber essentials plus.

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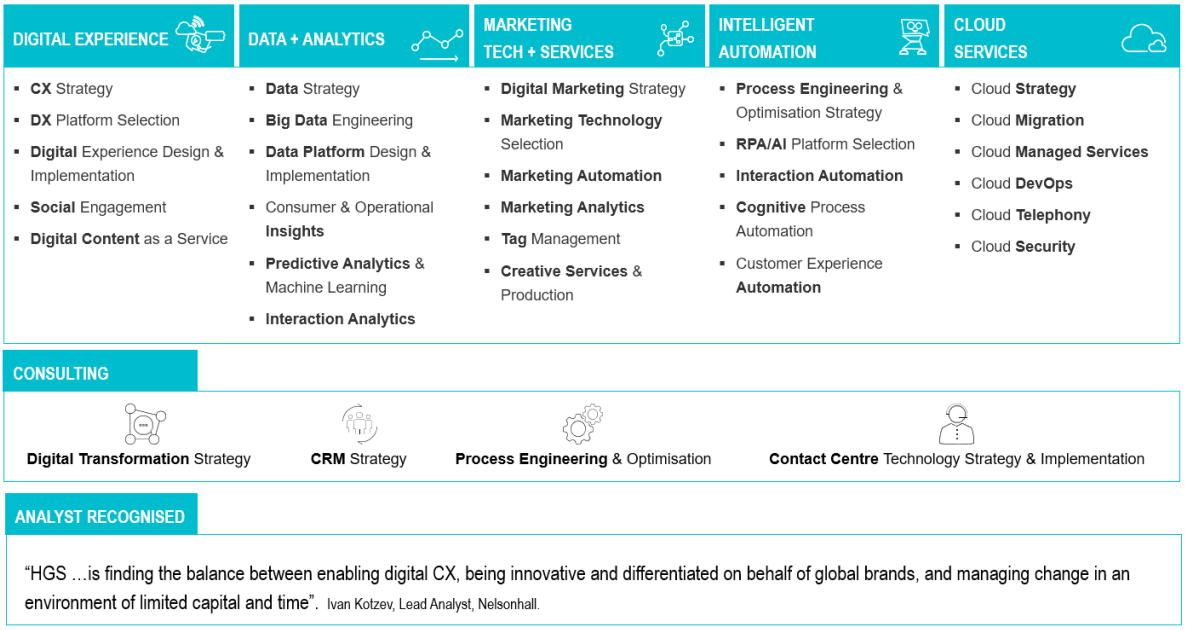
About HGS

We are financially strong enough to invest in our partnership, constantly evolving to be relevant in the world in which we operate with qualified experts in our field.

HGS is an award-winning Customer Experience and Business Transformation service provider, that has been in business for 40 years. We are part of the highly regarded Hinduja Group a £41 billion Holding Group, Headquartered in the UK. We specialise in the provision of Government, Healthcare, and Commercial services across Business Process Outsourcing and ***Digital Consultancy Solutions***.

We support clients, in the UK and globally, with enterprise scale digital and data transformations. We have a best practice approach to evolving technologies employing 750+ developers, engineers, data scientists, and architects:



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2.IMPLEMENTATION / EXIT

An appointed HGS Project Manager and HGS AWS certified experts will work with the buyer to plan the AWS Cloud Managed Services; both implementation and exit. They use an Agile / Sprint based approach to Project Management.

HGS AWS certified experts, with the continued oversight of the HGS Project Manager, take the output agreed with the buyer from the AWS Strategy Engagement (discovery workshops) and the migration / exit plan inclusive of Disaster Recovery, to execute set-up of the managed service and exit.

Activities include but are not limited to; AWS Readiness Assessment, Architecture Provisioning, Knowledge Transfer, Workload Migration, Testing and Go Live with joint approval gateways at key milestones.

In the case of a staff augmented services agreement our resources work alongside and under the direction of the buyer team.

Specific onboarding and offboarding aligned to the Call Off Contract and to include a comprehensive implementation, disaster recovery and exit plan, will be agreed within the order form/AWS Cloud workshops.

3.OPTIMISING QUALITY & PERFORMANCE

HGS AWS certified experts use SCRUM methodology with well-defined, documented processes for quality assurance and performance testing.

Business requirements are turned into tangible assets and internally tested by senior quality assurance leads (QA). This QA process includes; certify User Acceptance Testing (UAT) readiness, including browser / device and accessibility testing and thorough regression testing.

Utilising baseline and final performance testing results, our Monitoring and Management tools support high ongoing levels of performance and optimisation of the HGS AWS Cloud Managed Services. HGS AWS certified experts use a continuous and agile feedback loop to continue to optimise performance and quality assurance over time.

HGS knows that enterprise workloads need a dependable service that underpins the reliability of the application to users and other systems. Our response time is determined by severity of the issue and is answered according to the **HGS AWS Cloud Managed Service** Agreement you have chosen. Our Standard **HGS AWS Cloud Managed Service** Agreement service levels apply 24/7 with response times as follows:

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- Critical - 0.5 Hours
- High - 2 Hours
- Medium - 8 Hours
- Low - 24 Hours

In the rare event agreed milestones/KPI are not met, our team will work collaboratively to quickly remedy any outstanding issues as required by the agreed call off contract/order form.

The AWS cloud platform, with UK based data centres, assures 99.9% availability (through use of multiple failover availability zones) and is internationally accredited to include ISO 27017 for cloud security, ISO 27018 for cloud privacy, PCI DSS Level 1, and SOC 1, SOC 2, and SOC 3.

Any specific business continuity and disaster recovery plans the buyer requires above and beyond this, will be agreed within the order form/AWS Cloud workshops.

4. AFTER SALES SUPPORT

A dedicated team of AWS certified cloud monitoring and support experts ensure the continuous delivery and availability of your AWS Cloud Managed Services with:

- Tier 1: Cloud 24/7 Monitoring Service
- Tier 2: AWS Cloud Platform Management Service +Tier 1
- Tier 3: AWS Cloud Support Services + Tier 1 + Tier 2

5. PRICING

Please refer to the **HGS Pricing Document** for further information.

6. TECHNICAL REQUIREMENTS

As this is a cloud-based solution, there are no pre-required technical requirements as the solution can be flexible and work in different ways. Our AWS Cloud Workshops will allow us to work with you to assess your **HGS AWS Cloud Managed Service** requirements. These will be documented and agreed within the Order Form.

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7. TERMS AND CONDITIONS

We have reviewed the CCS Framework and confirm we will be able to comply.

As requested, we have also provided HGS standard terms and conditions as a separate document HGS Master Technology Service Agreement.

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HGS SUPPORTING UK GOVERNMENT

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