CLARITY TECH LTD

www.claritytech.org

G-Cloud 12 - Service Definition

15th July 2020

Framework Reference: RM1557.12

Description
G-Cloud 12 allows UK public sector bodies to choose and buy cloud computing services.

Benefits
- scalable services: pay for what you use, and increase or reduce what you need easily
- quick and easy route to market
- reduced costs and reduced total cost of ownership compared to running your own service in house
- access to the latest technology and innovation with every refresh of the G-Cloud agreement

Cloud Software
Software as a Service (SaaS) applications, usually accessed over the internet or private network and hosted in the cloud.

Cloud Hosting
(Infrastructure as a Service and Platform as a Service - IaaS and PaaS) services that can help you do at least one of the following:

- deploy, manage and run software
- provision and use of processing, storage or network resources

Cloud Support
Cloud support to help set up and maintain cloud software or hosting services.

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Cloud Software	Description
Information and Communications Technologies	Clarity Tech supplies cloud-based technologies that provide access to information through various applications and systems. Our ICT services include Development of Service Strategy, Service Design, Service Transition, Operations Management, and Continuous Service Improvement. Technical management, Application Management, Incident, and Problem Management.
Electronic Document and Records Management (EDRM)	Clarity Tech has experience with public sector patient record systems. Electronic document and records management is a programme or set of programmes which is designed to store and track records. An EDRM captures a record as well as any associated metadata, which is then categorised within a classification scheme.
Healthcare	Clarity Tech have experience with managing NHS data, with future clients benefitted from using tried and tested tools used in Trusts and Hospitals. Using Cloud-based software allows healthcare organisations, researchers, and practitioners to focus on their patients and healthcare service provision rather than having to maintain their own infrastructure.
Power BI	We use Microsoft Azure Business Intelligence Power BI tool. Analytics and business intelligence allows organisations to draw insights from data, blended from different sources. This tool has built-in connectivity and integration allowing clients to make informed business decisions. We can help migrate existing systems, or deploy new systems into Azure.
Power Business Intelligence (BI)	We use Microsoft Azure Business Intelligence Power BI tool. Analytics and business intelligence allows organisations to draw insights from data, blended from different sources. This tool has built-in connectivity and integration allowing clients to make informed business decisions. We can help migrate existing systems, or deploy new systems into Azure.
Analytics and Business Intelligence	We use Microsoft Azure Business Intelligence Power BI tool. Analytics and business intelligence allows organisations to draw insights from data, blended from different sources. This tool has built-in connectivity and integration allowing clients to make informed business decisions. We can help migrate existing systems, or deploy new systems into Azure.
Customer Relationship Management - CRM	Our expertise includes Dynamic CRM. Our service include: Dynamic CRM, Office 365, Web portal, SharePoint and Dynamic CRM strategy, implementation, development, training, mentoring, migration and support. One of our large scale Sharepoint product is developed for NHS Foundation Trust Hospital. This product provides critical information to over 4000 users.
Office 365	We use Microsoft Office 365 which include SharePoint Online, Exchange Online, Lync Online and Office Professional Plus. Most of these online services have a subset of the features available on their on-premises counterparts. We can help migrate existing systems, or deploy new systems into Office

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	365.
Microsoft 365	We use Microsoft 365 which include SharePoint Online, Exchange Online, Lync Online and Office Professional Plus. Most of these online services have a subset of the features available on their on-premises counterparts. We can help migrate existing systems, or deploy new systems into Office 365.
Dynamic CRM	Our expertise includes Dynamic CRM. Our service include: Dynamic CRM, Office 365, Web portal, SharePoint and Dynamic CRM strategy, implementation, development, training, mentoring, migration and support.
Sharepoint	Our expertise includes SharePoint and Office365 SharePoint Online. Our service include: Website, EDRMS and ECMS implementation, Web portal, SharePoint strategy, development, training, mentoring, migration and support. One of our large scale Sharepoint product is developed for NHS Foundation Trust Hospital. This product provides critical information to over 4000 users.
Dynamic 365	Our expertise includes Dynamic 365. Our service include: Dynamic 365, Web portal, CRM strategy,analytics, implementation, development, training, mentoring, migration and support. Dynamics 365 is a collection of apps capable of managing any business process, from sales and operations to accounting and HR; Artificial Intelligence / Azure Machine Learning etc.
Total	**12 Services**

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Cloud Hosting	Description
Computer and application hosting	We use Microsoft Azure Virtual Machines for computer hosting and Azure App Service for application hosting. We support Linux, Windows Server, SQL Server, Oracle, IBM, and SAP. Hosting services hosts data and applications in a virtual environment, which draws resources from extensive networks of physical servers, managed by Clarity Tech.
Private Cloud for Storage Elevated OFFICIAL	Our object storage-based private cloud service is designed for the UK Public Sector, and is compliant with GDPR and suitable for private storage OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Private Storage provides isolated single-tenant environments that can be designed specifically for your workload requirements.
Database	We have experience and knowledge of managing cloud-based public service databases, and can use a hybrid approach; utilising new and existing functionalities into Azure SQL database, adhering to information governance principles and standards. Our bespoke database tool PPwT, is tailored to the public sector and aligned to NHS digitalisation aims.
Archiving, Backup and Disaster Recovery	We use Microsoft Azure in a hybrid approach, giving flexibility regarding what data is kept in the cloud. Archiving retains data long-term and index all documents; Data Backup recovers individual lost or corrupt files at a defined frequency; Disaster Recovery replicates files and systems between locations, preventing loss of data.
Multi-Cloud for OpenStack Assured OFFICIAL	Our OpenStack-based public cloud is designed exclusively for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Our OpenStack service is scalable on-demand, flexible, billed by the hour, and with full support free of charge.
Multi-Cloud Backup Storage Assured OFFICIAL	Our public multi-cloud backup storage service is designed for the UK Public Sector, and is compliant with GDPR and suitable for the backup of OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. The backup service is on-demand, flexible, billed monthly, with full support free of charge.
UKCloud for Microsoft Azure Elevated OFFICIAL	Our Azure based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for Azure OFFICIAL workloads, based in UK Crown hosting datacentres ensures Azure data sovereignty. Our Azure service is on-demand, flexible, billed by the hour, and with full support free of charge.

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Multi-Cloud Backup Storage Elevated OFFICIAL	Our public multi-cloud backup storage service is designed for the UK Public Sector, and is compliant with GDPR and suitable for the backup of OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. The backup service is on-demand, flexible, billed monthly, with full support free of charge.
Multi-Cloud for VMware Assured OFFICIAL	Our VMware-based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL VMware workloads, based in UK Crown hosting datacentres to ensure VMware data sovereignty. The VMware service is scalable on-demand, flexible, billed by the hour, with full support free of charge.
Private Cloud for Oracle Elevated OFFICIAL	Our Oracle-based private cloud service is designed exclusively for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure Oracle data sovereignty. A Private cloud Oracle isolated single-tenant environment that can be designed specifically for your workload requirements.
Basic Managed Compute OFFICIAL	Our managed public cloud is designed exclusively for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. This managed service is on-demand, flexible, billed by the hour, and with full support free of charge.
Multi-Cloud for OpenShift Elevated OFFICIAL	Our OpenShift-based Container public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL OpenShift container workloads, based in UK Crown hosting datacentres to ensure data sovereignty. This OpenShift container service is scalable on-demand, flexible, consumption billed, with full support free of charge.
Logging and Analysis	We use Azure Log Analytics, an operation management tool, which allows clients to collect and analyse data generated by resources in your cloud and on-premises environments. Real-time insights are enabled by using integrated search and custom dashboards to analyse millions of records across servers, regardless of their physical location.
Multi-Cloud for OpenStack Elevated OFFICIAL	Our OpenStack-based public cloud is designed exclusively for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Our OpenStack service is scalable on-demand, flexible, billed by the hour, and with full support free of charge.
UKCloud Dedicated Compute v2 Elevated OFFICIAL	Our VMware-based dedicated compute is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL VMware workloads, based in UK Crown hosting datacentres to ensure VMware data sovereignty. The VMware service is scalable on-demand, flexible, billed by the hour, with full support free of charge.

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Private Cloud for Oracle Assured OFFICIAL	Our Oracle-based private cloud service is designed exclusively for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure Oracle data sovereignty. A Private cloud Oracle isolated single-tenant environment that can be designed specifically for your workload requirements.
Cross Domain Security Zone OFFICIAL	This service allows secure communication of sensitive data between our Assured and Elevated public cloud platforms, which are designed exclusively for the UK Public Sector. It is compliant with GDPR and is based in UK Crown hosting datacentres to ensure data sovereignty with full support free of charge.
High Performance Compute Assured OFFICIAL	Our HPC core and memory-intensive public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL HPC workloads, based in UK Crown hosting datacentres to ensure data sovereignty. It is an on-demand, flexible HPC cloud service, with full support free of charge.
Multi-Cloud Storage Elevated OFFICIAL	Our object storage-based S3 compatible public cloud storage service is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Our Cloud Storage is on-demand, flexible, billed monthly, with full support free of charge.
Multi-Cloud for OpenShift Assured OFFICIAL	Our OpenShift-based Container public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL OpenShift container workloads, based in UK Crown hosting datacentres to ensure data sovereignty. This OpenShift container service is scalable on-demand, flexible, consumption billed, with full support free of charge.
High Performance Compute Elevated OFFICIAL	Our HPC core and memory-intensive public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL HPC workloads, based in UK Crown hosting datacentres to ensure data sovereignty. It is an on-demand, flexible HPC cloud service, with full support free of charge.
Multi-Cloud for Oracle software Elevated OFFICIAL	Our Oracle-based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL Oracle workloads, based in UK Crown hosting datacentres to ensure data sovereignty. This Oracle public cloud service is scalable, flexible, billed by the hour, with full support free of charge.
Relational Database	We have experience and knowledge of managing cloud-based public service databases. We use SQL Azure database, which is a fully managed relational database platform, built on SQL server technologies, hosted on the cloud. A relational database houses data that is structured in a set of tables, fitted into predefined categories.

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Private Cloud for Storage Assured OFFICIAL	Our object storage-based private cloud service is designed for the UK Public Sector, and is compliant with GDPR and suitable for private storage OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Private Storage provides isolated single-tenant environments that can be designed specifically for your workload requirements.
Qlikview	We provide full QlikView and Qlik Sense Business Intelligence solutions. We carry out design, development and data modelling for visualisation dashboards and provide full Business Intelligence life cycle coverage from design through to deployment and support.
UKCloud Dedicated Compute v2 Assured OFFICIAL	Our VMware-based dedicated compute is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL VMware workloads, based in UK Crown hosting datacentres to ensure VMware data sovereignty. The VMware service is scalable on-demand, flexible, billed by the hour, with full support free of charge.
Migration to the Cloud OFFICIAL	Our Cloud Migration service is designed for the UK Public Sector migration, is compliant with GDPR and suitable for the migration of OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty after migration. For customers planning data migration to UKCloud services, with full support free of charge.
Multi-Cloud for SECRET (UKCloudX)	Our Tier2 IL5 public cloud is designed exclusively for the UK Public Sector, and is compliant with GDPR and suitable for workloads above OFFICIAL, based in UK Crown hosting datacentres to ensure Tier 2 data sovereignty. Scalable on-demand, flexible, billed by the hour, support free of charge.
Data warehousing	We use Microsoft Azure SQL Data Warehouses, hosted on a cloud data warehouse platform. This tool supports online analytical processing (OLAP) and helps users gain insight into business operations through querying data. The Data Warehouse is accessed over the internet, and does not require hardware at the client site.
Private Cloud Assured OFFICIAL	Our private cloud service is designed for the UK Public Sector and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres. The private cloud service provides an isolated single-tenant environment that can be designed specifically for your private cloud compute or Storage workload requirements
UKCloud for Microsoft Azure Assured OFFICIAL	Our Azure based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for Azure OFFICIAL workloads, based in UK Crown hosting datacentres ensures Azure data sovereignty. Our Azure service is on-demand, flexible, billed by the hour, and with full support free of charge.
Multi-Cloud for Oracle software Assured OFFICIAL copy	Our Oracle-based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL Oracle workloads, based in UK Crown hosting datacentres to ensure data sovereignty. This Oracle public cloud service is scalable, flexible, billed by the hour, with full support free of

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	charge.
Private Cloud Elevated OFFICIAL	Our private cloud service is designed for the UK Public Sector and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres. The private cloud service provides an isolated single-tenant environment that can be designed specifically for your private cloud compute or Storage workload requirements
Disaster Recovery as a Service (DRaaS)	Our Disaster Recovery (DRaaS) cloud service is designed for UK Public Sector DR, and is compliant with GDPR and suitable for OFFICIAL workload DR, based in UK Crown hosting datacentres to ensure data sovereignty. Our DRaaS service is scalable on-demand, billed hourly, and with full DR support free of charge.
Multi-Cloud for Oracle software Assured OFFICIAL	Our Oracle-based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL Oracle workloads, based in UK Crown hosting datacentres to ensure data sovereignty. This Oracle public cloud service is scalable, flexible, billed by the hour, with full support free of charge.
NoSQL Database	We use Microsoft Azure Document DB NoSQL Database, which provides limitless scale. Clients can Query using familiar SQL and JavaScript syntax over document and key-value data, without dealing with schema or secondary indices.
Multi-Cloud Storage Assured OFFICIAL	Our object storage-based S3 compatible public cloud storage service is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL workloads, based in UK Crown hosting datacentres to ensure data sovereignty. Our Cloud Storage is on-demand, flexible, billed monthly, with full support free of charge.
Sharepoint	Our expertise includes SharePoint and Office365 SharePoint Online. Our service include: Website, EDRMS and ECMS implementation, Web portal, SharePoint strategy, development, training, mentoring, migration and support. One of our large scale Sharepoint product is developed for NHS Foundation Trust Hospital. This product provides critical information to over 4000 users.
Multi-Cloud for VMware Elevated OFFICIAL	Our VMware-based public cloud is designed for the UK Public Sector, and is compliant with GDPR and suitable for OFFICIAL VMware workloads, based in UK Crown hosting datacentres to ensure VMware data sovereignty. The VMware service is scalable on-demand, flexible, billed by the hour, with full support free of charge.
Secure Remote Access OFFICIAL	This service allows secure remote access to our elevated platforms for the UK Public Sector, is compliant with GDPR and suitable for remote access to OFFICIAL workloads, and based in UK Crown hosting datacentres to ensure data sovereignty. Our Secure Remote Access is supported, scalable and billed by the month.
Total	**40 Services**

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Cloud Support	Description
Planning	Clarity Tech have experience planning and implementing public sector cloud migration and assist clients in effective planning. Our bespoke planning service consists of our consultants identifying your requirements and defining a program of work, mitigating the impact on users of the cloud-based service.
Testing	Using Microsoft Azure, Clarity Tech provide experienced testing professionals and teams as part of our testing support service. This covers the full testing lifecycle including test management, system testing, user acceptance; regression testing, performance testing, usability and accessibility, or test automation on PaaS, IaaS, and SaaS.
Setup and Migration of applications	This service helps to plan and migrate applications and data from the client's current location, to the new cloud-based Microsoft Azure Cloud platform. We do this through auditing the current system, and creating a bespoke migration strategy. We prevent issues during migration through our structured planning and execution process.
Cloud Assessment	For organisations without a clear cloud migration path, the cloud assessment service can help you clearly understand the cost of your existing IT investment, evaluate options for migration to IaaS, PaaS & SaaS services, and build business case / procurement material which help you with assessment, migration and cloud transition.
Cloud Migration	Migration of critical business systems and entire datacentres to UKCloud's secure multi-cloud platform. We interview key migration stakeholders and deploy migration tools ensuring we understand the dependencies of your applications and migration. The migration of workloads is completed in the right order and sized appropriately to benefit from metered billing.
Cloud Transformation	This service provides the help you might need to adopt and harness the power of "Cloud Native" transformation. Cloud Native applications fully utilise the features of platforms such as OpenStack, OpenShift and Azurestack. This transformation service provides the expertise to introduce teams to new ways of developing and deploying applications
Ongoing Support	Our on-call consulting service allows customers to access on-going support on an ad hoc-basis, for refresher training, configuration changes, or upscaling due to growth. SLAs will be agreed which outlines bespoke level of support. As we use Microsoft Assure cloud platform, there is a 99.95% assurance in place.

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Cloud Optimisation	For customers who wish to review their current usage, or would like to optimise their migration to the UKCloud environment. UKCloud consultants will undertake a commercial and technical assessment of your UKCloud environment, then develop and execute work packages that deliver operational efficiency and cost savings
Total	**8 Services**

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