CIRRO

Service Description

G-Cloud12

v1.0

Document Overview

This is a Service Overview for Services on G-Cloud, by the nature of Managed Cloud services, is that we tailor our service to fit with requirements, rather than them being fixed and prescriptive. For example, many organisation are used to buying cloud virtual machines which has pre-designed resource allocation, such as small, medium or large. We don't do that, we provide individual resource elements that allow you to build the exact environment you need.

This design ethos means you can be truly agile, you don't have to learn specific machine types or pay for upgrades you don't need. You consume on a per unit basis, as you need that resource.

This makes things like SLA and full-service descriptions more challenging, as for example, we can provide an on-premise Cloud with part IaaS and part PaaS with fully managed Business continuity. Or we could be providing just cloud backup.

So this document is generic and a more detailed service description will be provided during the production of a Statement of Works.

On-Boarding & Off-Boarding Process

We will ensure you have the support needed to effectively complete the migration to and from the Cirro platform. All elements of service migration are completed under a Statement of Works as part of a managed service.

We can provide an independent third party specialist to complete aspects of work where required, this could be for completing

- ICT / technology audit
- Business and Migration planning
- Networking specialists
- Migration, testing, training, documentation
- Project Management

When services are created, this is done so against documented build requirements with associated test criteria and clearly defined responsibilities.

Similarly, when migration services to an alternative provider, additional support is available to ensure a smooth transition, this can include the use of independent third parties to project manage and oversee the entire process including the full transition to a new environment.

Termination

Termination during the contract period is typically based on the following criteria:

1. Continual or non-remedial Default – where a catastrophic event results in a loss of Service which we cannot recover from, fix or continue to provide the agreed Service
2. Continual missed SLA – where the contracted SLA's are not met, typically multiple times within a period, such as twice in a quarter or four times in any twelve month period.
3. Achievement of Minimum Spend Commitment – where a payment threshold has been met

Our Service Guarantee means that you get to complete testing and validation of the environment and if it isn't fit for purpose then you are able to terminate the Statement of Works associated with that Service.

About Cirro

We specialise in delivered digital outcomes through tailored, optimised cloud services, which include compute infrastructure, software and professional services. The combination of these ensures you can utilise your internal resource, use our where you have a skill gap and benefit from direct communication and interaction with the cloud architects who design, deliver, optimise and manage your cloud environment.

Sector Solutions

NHS

Having completed the HSCN Connection Agreement and Toolkit for compliance and service delivery. This allows us to provide HSCN based services directly to this sector, this includes our full portfolio of cloud services as well as services from our software partners that include:

- Visionable – secure video collaboration for healthcare
- VoIP & Collaboration – Robust VoIP telephony platform
- EvolveODM – managed Wi-Fi – GDPR & PCI compliant

Having access to these services on a single platform reduces external traffic and ensures an end-to-end data integrity and performance whilst massively reducing and external traffic risks

Education

We have a created various Blueprint designs for schools and Multi-Academy Trusts, however, the same technology is used for bespoke designs for colleges and universities. That's focus on:

- Monitoring for Safeguarding
- Ensuring Prevent
- Machine Learning to monitor engagement and risk of disengagement

- Tute for external teachers on demand via video to extend curriculum, home / remote learning or supply teacher cover

Pricing Overview

Our Pricing Policy is to provide clear, concise pricing that customer can easily understand and accurately budget against to ensure they have no surprises.

Generally, we offer bespoke pricing packages for customers based on requirements and how they'd ideally like to procure the services, balancing capital and operational expenditure to best fit budgets.

Our charging is based on a Minimum Value Commitment (MVC) this helps us to provide the most economical solution.

We charge on a line item basis to ensure simplicity, for example on Cloud Infrastructure, this is for CPU, RAM, Storage, Licensing, Support and Professional Services. This means that if you want an extra 1GB RAM on a specific machine, you don't have to upgrade an entire instance, you just pay for that specific component.

Cloud Hosting

This is charged per component per month for:

- Per vCPU Core
- Per GB vRAM
- Per GB SSD
- Software Licensing
- Support - access to UK Helpdesk
- Bandwidth
- Professional Services

Cloud Software

This is charged per user per month

Multi-Academy Trusts (MATs)

Charged per School or per Pupil per month, for:

- Content Filtering & Proxy - Netsweeper
- Cisco Advanced Threat Detection - Cisco FireSight

- Managed Firewall - Cisco ASA
- Anti-Virus - Bitdefender
- Back-up & Disaster Recover - Per GB / TB - Veeam
- Managed WiFi - EvolveODM
- Alternative Learning - Tute - charged per lesson, per term or per pupil
- VoIP - charged for specific features and call charges; IVR, Conferencing, Call Queuing, Hunt Groups etc
- Secure Video Collaboration
- Virtual Desktop Infrastructure (DaaS) per desktop per month
- Virtual Servers and Application Servers
- File & Print Servers
- Audio Visual Equipment
- SafeGuarding - automated Machine Learning
- Pupil Engagement Risk - Machine Learning

Cloud Support

This is based on a specific Statement of Works for each Support project, this covers professional services for:

- Cloud Readiness
- Migration Planning & Business Case
- Project management
- Transformation
- Asset Management
- Legacy Hardware Removal & secure wipe
- ICT Recycling

Service Listing Overview

Cloud Hosting Services

Infrastructure as a Service

Infrastructure as a Service is available as

- HyperV
- VMWare
- XenServer
- KVM

Infrastructure as a Service is available in the following commercial set-ups or in any combination of them:

1. Standard – this is a standard Cloud environment you connect to and have an agreed allocation of available resources (CPU,RAM, Storage) accessible via a UI which you control.
2. Hybrid – this is designed for environments where you need to burst into an external Cloud environment for additional resources or want to mirror services to a secondary on-net node
3. Dedicated – where we provide dedicate elements, this could be limited to a dedicated Firewall / load-balancer or a fully dedicated cloud compute environment delivered as a cloud service
4. Dedicated on-premise cloud – a fully managed cloud environment within your data-centre environment delivered as a cloud service

Platform as a Service

Patched and supported environments for Windows and Linux Virtual Machine environments.

Patching is tailored to customer requirements in terms of specific timing and frequency, testing and documentation.

Environments consist of:

- Managed Firewall (shared or dedicated)
- Dedicated vLAN(s)
- Virtual Machine monitoring and pro-active maintenance
- Application & Service monitor
- Machine optimisation
- Support for two-factor authentication

- Support for various connectivity options
- Full logging & reporting
- A single environment with a 99.95% SLA to fully load-balance H/A design for 99.99% SLA

Virtual Desktop Infrastructure

Delivered as a fully encrypted session from a UK Cloud environment featuring:

- Windows 7 or 10 VDI
- Office suite
- Tailored desktop resources (CPU, RAM, HDD)
- Multiple golden images
- Support for peripheral devices
- Highly optimised graphics rendering for voice and video streams
- Application sequencing and distribution
- Anti-virus
- Full segregation between users, to ensure isolation of virus or breach
- Either fully or partially managed
- Available as on-premise cloud deployment or from existing UK datacentres
- Support for load-balanced multiple location distribution
- Support for home-working and BYOD
- Ability to block USB devices

Backup, Business Continuity & Disaster Recovery

Utilising Veeam as a backup and replication technology to deliver flexible solutions that support the ability to deliver full cloud reboot of services directly from our cloud platform.

Offers the ability for organisations to extend their domain into our cloud on a dedicated vLAN which can support a new domain or domain extension, delivering the ability to spin-out and restore from bare-metal, virtual machines or hypervisors.

- Backup schedule per device/server
- Full & incremental backup schedules
- Encrypted at source, in transit and at rest
- Data validation and integrity checked

- Ability to restore to any pre-allocated destination include onsite or cloud

Managed Availability & Business Continuity

Extending on the standard Backup, DR and Business Continuity service, here we provide a managed service that checks restores against your policy RTO/RPO and evidenced results ready for an audit against ISO 27001. This service focuses on risk mitigation through continual service improvement and risk management against data protection and security as well as business continuity.

- Monthly server checks for server restoration
- Quarterly full server restore – fully evidenced against policies
- Risk register and service improvement

8. Cloud Software

Microsoft

Also available are Microsoft Applications, based on Infrastructure and Platform services as described above, including:

- SharePoint
- CRM
- Skype for Business
- SQL

These Software as a Service applications are available from us but delivered by 3rd parties directly from our platform, meaning customers do not need to break-out onto the Internet to get these Services as they are on the same cloud infrastructure.

VoIP

VoIP platform with integrated conferencing ACD, IVR and support for hunt-group. Developed in Sweden over several years, this environment is very lightweight, stable and offers the features you'd expect from a VoIP service.

Ideally suited for:

- Schools, MAT's and Colleges
- Campus environments
- Mid-size Public Sector

- Unlimited number of users but generally deployed in environments of fewer than 10k users

Machine Learning

BahatiX is a Machine Learning specialist who delivers analytically information typically based on risks, such as the risk of Safeguarding incidents or risk of drop-off / fall out, through to risk of non or late payment or churn.

Video Collaboration

Visionable are one of the only secure Video Collaboration providers, focused on Healthcare and Education due to increased security with encrypted streams and the ability to support multiple input sources rather than pure video or screen share.

Visionable – Advanced Collaboration and Video Conferencing, focused on NHS, Education, Public and Private sector, highly innovative, lower cost and higher performance.

The Visionable Visual Business Platform (VBP) enables organisations to connect and collaborate internally and externally with their customers, business partners and suppliers in real-time and without boundaries. Organisations can use IOCOM directly via Cirro's cloud environment, it is the best solution when you cannot be physically present but want all of the benefits of highly sophisticated, face-to-face interaction and the power of unlimited image/data sources and screens.

Visionable is engineered differently than other video conferencing platforms using patented technology that enables unlimited independent data, audio and video streams. It can be deployed as a hosted service or as a completely private solution to meet the highest security requirements with advanced encryption capabilities.

Leveraging the power and scalability of cloud, the Visionable is a software-based solution is used by clients ranging from the cross-platform native Visionable (Windows, OS X / MacOS, Linux, iOS, Android, and WebRTC) to White/Private labelled versions and custom integrations using native client or web-based APIs. Interoperability features include meeting participants from H.323, SIP and PSTN endpoints.

Visionable is an existing Cirro customer and use our platform to deliver service, allowing us to monitor and maintain performance and work closely with them for support and development.

Tute

Tute offers a remote teaching experience design to support at home learning for additional tuition and to assist schools with substitute teachers. Home learning is extremely popular, highly secure and allows multiple pupils to share the cost of additional tuition. In the UK Schools spend over £1bn for substitute teachers, have them on demand, anywhere and at short notice, solves

significant challenges. Remote teaching is also applicable to other sectors such as rehabilitation and reform of prisoner through re-education.

Our teachers use our award-winning Learning Cloud to support the very best interactive and engaging lessons. Students really love learning with Tute, with 91% of pupils in recent research saying that they enjoyed their small group lesson, with 96% feeling safe.

EvolveODM - Wi-Fi

Using the evolveODM platform to provide your GDPR Compliant Guest WiFi you know who is in your venue, using your WiFi. This allows you to give your customers a value-added service whilst gaining valuable insights about them.

By having a greater understanding of your visitors, you can better tailor your marketing to the correct demographic groups using fully branded landing pages.

You have the choice to offer your customers a ‘fast track’ login by providing them with the ability to use their social media profile. This benefits your visitors as they gain quick and easy access, but also gives you greater information on them.

If your customers use Facebook to log in, you will have the ability to see their interests and profile picture with a link directly to them on Facebook. All collected under GDPR opt-in policies inviting guests to manage their privacy settings after registration.

Guest WiFi:

WiFi only which is designed for a small venue (cafe for example). There is a set up cost of £49 which is for the router which points to our servers to create the captive portal. This carries a monthly price of £23.50

ODMSecure:

This is our PCI solution for connecting payment terminals to a network to give PCI compliance. The product assists with the completion of the SAQ (Self Assessment Questionnaire) that all merchants need to complete (anyone with a card terminal).

There is a set up cost of £49 which is for the router and this carries a monthly price of £17.99

ODMSecure+:

This is a comprehsive SD WAN soltution (router that would sit at the end point of the network) that allows full network management, PCI certified, Guest WiFi and 4G failover.

This carries a set up cost of £95 and a monthly cost of £62

Prisoner Reform from Socrates

It's never been easier to get fun and effective learning material right into the hands of your learners. Socrates 360 is a complete solution for staff, work programme participants, prisoners, probationers, that combine engaging content, simple set-up and an easy tracking system for staff to monitor the results of independent study by viewing user progress data online.

Socrates 360 is available via tablet, smartphone & PC.

9. Cloud Support Services

Secure Asset Disposal and ICT Lifecycle management

N2S specialising in optimising supply chain economics organisations. Built upon a heritage of maximising value of end of life IT assets N2S offer services including data destruction, site clearance/de-installation, WEEE disposal and large-scale installation services – all delivered using N2S' own fleet of tracked vehicles and skilled engineers.

Stable Logic - Cloud Readiness and Transformation Consultancy

StableLogic is an independent consultancy comprising auditing, benchmarking, cloud business case development and transformation. Strategy development of cloud service migrations including SaaS, PaaS and IaaS. Extensive cloud telephony and contact centre experience. Advice on the implications for WAN, LAN, Storage, Compliance, PCI-DSS, Security, Risk and impact of service levels and support.

10. Cirro v other Private Cloud Service Providers

No two Cloud Service Providers are equal. Most CSP's have come from an IT infrastructure or data-centre background and offer basic services only; such as Infrastructure and Platform as a Service. The majority of whom offer these services on dedicated server hardware; such as 1u or 2u Servers, or on dedicated blade architecture, some with shared storage. These environments are rarely optimised and services rarely.

Most CSP's are themselves traditional organisations, they target and report traditionally and use standard IT service management tools, systems and processes. By all intense and purposes, they are traditional organisations.

For these reasons many key CSP's are struggling; many have folded, including some very big names, including HPE and Cisco, two of the biggest names in Cloud have failed as Cloud Service Providers.

Cirro firmly believes in doing things differently and have continually been re-engineering the business to transform from a traditional IT service provider to a Cloud Services Provider. Everything we do is around optimisation, Business Process Management and continual performance improvement.

Cirro offers Organisations the ability to move whatever they want, however they want, whenever they want to a single Cloud platform that can be certified with full platform governance and security.

Cirro v Public Cloud

Public Cloud can appear cheap and is seen as a known entity that many organisations are trying to move to, as they have been for a very long time. Makes you as the question; why is it taking so long? Well, Public Cloud simply isn't the answer for UK Public Sector. Azure and AWS are trying to force it to work however fundamentally it doesn't, the key reasons are:

1. The vast majority of organisations moving to Cloud need to re-architecture services for the Cloud. You get no assistance from AWS or Azure to do that.
2. You pay for it regardless of how good it is or how well it works for you.
3. Pricing is complex and unpredictable additional costs of secure connectivity
4. Moving from complex onsite Capex model to complex – Multi-Cloud Opex environment, hard to govern, test DR, document and secure
5. Lack of direct support, exposed to vendors maintenance procedures
6. Higher number of outages and incidents
7. Lower performance and higher total cost

Support for Shared Service

Many authorities are merging to moving towards shared services, which presents significant infrastructure and network challenges. Cirro are able to treat a Shared Service environment as a single organisation or as a multitude of three organisations; two individual and a single shared services environment.

Shared services have a significant focus on access control, monitoring, security, networking, data management and service migration. These environments are often evolving over a period of time

and Cirro is able to securely support the ever changing requirements of the users, individual organisations and shared services environment.

Service levels

SLA Priority Levels

Core Service Availability	Percentage of Service Credit Due
Services Availability 99.99% or Higher Less than or equal to 43 minutes downtime	None
Services Availability 99.5% - 99.89% From 44 to 220 minutes of downtime	5%
Services Availability 99.49% - 99.00% From 221 minutes to 438 minutes of downtime	10%
Services Availability 98.99% - 97.00% From 438.1 and 1296 minutes of downtime	15%
Services Availability 96.90% - 96.00% From 1296.1 and 1728 minutes of downtime	20%
Services of less than 96.00% More than or equal to 1729 minutes of downtime	25%

Escalation Process

Once an error has been logged an Incident will be escalated one of two ways.

Functional Escalation – Where a Cirro engineer does not have details of known error or knowledge base articles relating to an identical or similar type of error and the engineer is not suited to troubleshoot the error he/she will escalate immediately to the next Escalation Point.

Timed Escalation – Where the a Cirro engineer has details of a known error or knowledge base article outlining the fix and/or steps to troubleshoot the issue further he/she will be given an amount of time before there is a recommendation for escalation. The escalation will take place in accordance with the table below except if the engineer is actually implementing a fix or workaround

which is time dependent and it is deemed by the Service Desk team leader that an escalation will only prolong the time to implement a fix.

Level of Priority	Time to Escalate	Escalation Point
Priority 1	30m	Top Tier
Priority 2	1 Hour	Top Tier
Priority 3	2 Hours	Next Tier
Priority 4	12 Hours	Next Tier

Service Credit Exceptions

The Customer is limited to receiving an aggregate Service Credit of 50% for the applicable calendar month under all SLAs between the Customer and Cirro.

Service Credit will not be issued under this SLA for any Covered Services outage that, as determined by Cirro in its reasonable judgment, results from:

The Customer-initiated changes, whether implemented by the Customer or Cirro on behalf of the Customer;

The Customer exceeding system capacity;

Viruses, except to the extent that such outage results from a failure to apply a generally available and approved countermeasure within six hours of a documented outbreak.

The Customer's failure to adhere to Cirro's change-management process and procedures;

Force Majeure or natural disasters;

Any event or condition not within the reasonable control of Cirro;

Violations of Cirro's Acceptable-Use Policy;

The negligence or willful misconduct of the Customer, its agents or others it authorized to use the Services;

Any failure of any component for which Cirro is not solely responsible, including, without limitation, all the Customer-provided or the Customer-managed electrical-power sources, networking equipment, computer hardware, computer software or website content;

Any failure of the Customer-provided local-access facilities;

Any scheduled maintenance up to an accumulated total of 16 hours per month, provided that four business days' standard notification of the scheduled maintenance event is given;

Any emergency maintenance up to an accumulated total of four hours per month, provided that (a) the need for emergency maintenance prior to a scheduled-maintenance window can be

established, (b) delaying the maintenance presents a material risk of unplanned downtime and (c) a minimum one hour’s standard notification is given;

Any failures that cannot be corrected because the Customer is inaccessible; or

The incorrect or inadequate configuration of Cirro resources (including without limitation all the Customer-managed Services) by the Customer.