Q ASSOCIATES

Q_UKc Private Cloud Storage

G Cloud 12

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Service Description

Private Cloud Storage provides a secure single-tenant storage platform which is a cost-effective alternative to hosting and managing your own storage infrastructure. Your data can be hosted in one of our UK data centres, to gain the benefits of our mature and proven Assured OFFICIAL and Elevated OFFICIAL security domains; within the Government's Crown Campus or within your own data centre.

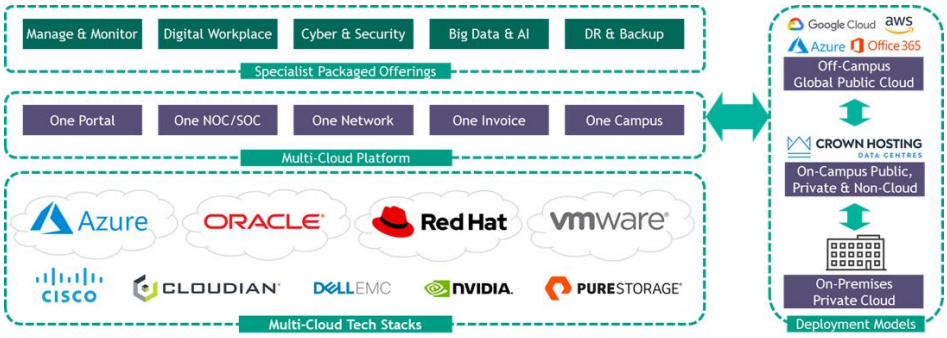
Q Associates, a UK only SME, has been providing the UK public-sector with IT infrastructure and Services since 1985, we have a number of support services to help our clients understand, onboard and make optimum use of Hybrid cloud services. We work closely with UKCloud who are dedicated to helping the UK Public Sector and UK citizens by delivering more choice and flexibility through safe and trusted cloud technology.

UKCloud's multi-Technology cloud and their focus on UK public sector market place ideally position them to provide secure, flexible, multi-cloud solutions from a single UK based cloud provider.

Why UKCloud

UKCloud is dedicated to the digital transformation of our nation's public services through our flexible, secure and cost-effective multi-cloud platform and the expertise of our people and partners. We believe that diversity of technology drives value and innovation and so we bring together different cloud technologies, with different deployment models spanning on-premises (private cloud), on-campus (Government's Crown Campus) and off-campus global public cloud services. This enables you to choose the right cloud for creating new workloads or migrating or replacing existing applications to the cloud with specialist SaaS solutions.

We recognise the importance of public services to UK citizens and businesses; we include the highest level of support to all our customers at no extra cost. This includes dedicated 24/7 UK support, a Network Operations Centre (NOC), utilising protective and proactive monitoring tools, and access to UKCloud's experts. UKCloud can also provide outcome-based professional services or managed services to help you with digital transformation.



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Service Overview

Private Cloud Storage provides a secure single-tenant storage platform which is a cost-effective alternative to hosting and managing your own storage infrastructure. Your data can be hosted in one of our UK data centres, to gain the benefits of our mature and proven Assured OFFICIAL and Elevated OFFICIAL security domains; within the Government's Crown Campus or within your own data centre.

Private Cloud Storage is designed to be deployed as part of a larger solution to include genuine multi-cloud services such as UKCloud for VMware and UKCloud for OpenStack. This enables you to leverage the benefits of the UKCloud platform; even on infrastructure that is entirely dedicated to your organisation.

What the service can help you achieve

Increased Security and Compliance. Gain the advantages of cloud while retaining regulatory compliance, through physical separation

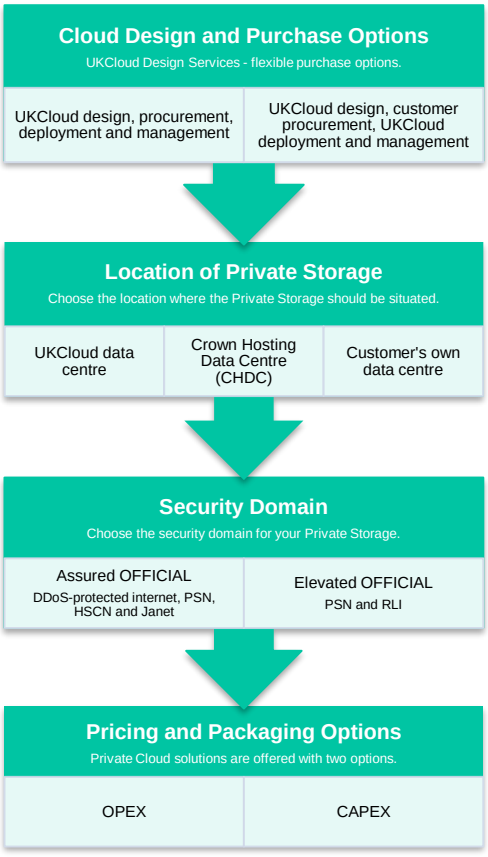
Deployment of secure disconnected environments. Provides connectivity via private and secure network links, rather than over the public internet

Resolves migration challenges. Provides full control over configuration, simplifying migration from legacy on-premise environments

Guaranteed resources. Gives you your own private environment, structured to your requirements, to mitigate the risk of contention from other organisations

Product options

The service is designed to be flexible and enables you to choose from the list below to match your requirements.



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Accreditation and information assurance

The security of our platform is our number one priority. We've always been committed to adhering to exacting standards, frameworks and best practice. Everything we do is subject to regular independent validation by government accreditors, sector auditors and management system assessors. Details are available on the UKCloud website.

Connectivity options

UKCloud provides one of the best-connected cloud platforms for the UK Public Sector. We enable access to our secure platform by DDoS-protected internet, PSN, Janet, HSCN, RLI and your own leased lines via our HybridConnect or CrownConnect services. The full range of flexible connectivity options is detailed in the **UKCloud Pricing Guide**.

An SLA you can trust

We understand that enterprise workloads need a dependable service that underpins the reliability of the application to users and other systems, which is why we offer one of the best SLAs on G-Cloud. For full details on the service SLA, including measurements and service credits, see the SLA Definition article on the UKCloud Knowledge Centre.

Platform SLA	99.99%	
Portal SLA	99.90%	
Availability calculation	Availability indication is based on an average 730 hours per month. Excludes planned and emergency maintenance.	
SLA Measurement	Availability of all or part of the storage infrastructure.	
Key exclusions	Applies to All-Inclusive, UKCloud Hosted and Crown Campus Hosted	Deletion or modification of files by customer resulting in data loss. Any access provided by you to your user base that takes the storage system beyond its recommended performance and connectivity thresholds. Faults within external connectivity providers (for example DDoS-protected internet, PSN, Janet or HSCN) and components co-located at UKCloud.
	Applies to customer-supplied hardware	As above, plus; any loss of connectivity or data including data corruption as a result of you or your suppliers installing new or additional capacity to the storage system.
	Applies to Crown Campus Hosted	As above, plus; any platform outages causing disruption to power and cooling (as they are out of UKCloud's control).

For full information regarding this product, we have Service Scopes, FAQs and other relevant articles on our Knowledge Centre.

Service Pricing

Full pricing with all options, including licensing and connectivity, is available in the UKCloud Pricing Guide.

All-inclusive		
Upfront payment – design and installation	**CAPEX:** From 10% of asset cost	**OPEX:** From £10,000
Monthly charge – platform fees (per rack)	**1 rack:** From £30,000	**13+ racks:** From £5,000
UKCloud Hosted		
Upfront payment – design and installation	From £10,000	
Monthly charge – platform fees (per rack)	**1 rack:** From £30,000	**13+ racks:** From £5,000
CHDC Hosted		
Upfront payment – design and installation	From £10,000	
Monthly charge – platform fees (per rack)	**1 rack:** From £15,000	**13+ racks:** From £2,000

Additional Data

About Q Associates

Q Associates Ltd

Q Associates is a privately held UK SME, established in 1986 and is an award-winning independent systems integration specialist providing advice, deployment, management and support for our clients private, hybrid and multi-cloud requirements, ensuring data security, mobility & management solutions are appropriate to support these multiple deployment options. Operating within the Defence, Public Sector (Central, Local, Emergency, Higher Education & Research) and Commercial sectors. The company has a turnover of ~£30M and employs 65 staff.

Q Associates Secure Solutions (QSS)

Q Associates has a division that specialises in the design, implementation, supply and support of secure Public and Private Cloud-based IT systems, specifically for the public sector, that are government security accreditable. We have a large number of SC and DV cleared personnel, operating from our Police Assured Secure Facility (PASF).

Certifications	
Vendor Support Certifications	• Amazon Web Services APN Consulting Partner • Amulet Hotkey Partner • CISCO Premier Partner • DeepSecure Partner • Dell Platinum • Fujitsu Select Partner • HPE Silver Partner • IBM Premier Business Partner • Intuitive Systems and Networks (ISN) Premier Partner • Lenovo Gold Partner • Microsoft Solutions Associate • NetApp Star Partner • Oracle Gold Partner • Puppet Silver Partner • Pure Partner • Rubrik Partner • SpectraLogic Elite Partner • SpotInst • Splunk Partner • Veeam Silver Partner • Veritas • VMware Premier

Optional Cloud Services

Q Associates offer a number of cloud strategy, migration, onboarding, exit and management services to support clients on all aspects of their cloud journey, available via the Services section of G-Cloud 12.

- Cloud Readiness & Strategy
- Cloud Security Assessment
- Cloud Migration
- Cloud Managed Support – Database (MSSQL, Oracle) (IaaS/PaaS)
- Cloud Managed Support – OS (Linux, Solaris & Windows) (IaaS/PaaS)
- Cloud Exit Services

Standards

Quality Management

The company is registered to the quality management system ISO9001:2008, and together with health and safety, environmental and corporate social responsibility procedures, has developed an integrated Business Management System (BMS).

Information Security Management

The company is accredited to the ISO27001 standard for Information Security Management.

Cyber Essentials

The company has Cyber Essentials accreditation.

Further Information – Contact

Adam Freeman
Business Development Manager
Q Associates Ltd, Langley Business Court, Beedon, Newbury, Berks. RG20 8RY
Email: gcloud@qassociates.co.uk
Tel: 01635 248181
Web: www.qassociates.co.uk

Appendix A: Project Management Methodology

Project Management

Q Associates use a PRINCE2 based project methodology for project delivery, which ensures a smooth delivery of the solution. For each project, a Q Associates Project Manager is allocated to work with the delivery team. The Q Associates technical team work with the client team to agree and plan the implementation process, review progress and actions through to project closure.

Project Management Methodology

The Q Associates project management methodology covers the major stages of a project. They are:

- Project start-up, including detailed planning
- Pre-configuration
- Physical installation
- Configuration
- Functional test
- Migration support (Migration of sample clients)
- Review
- Closure

During the project start-up meeting, Q Associates discuss the details of the tasks, scope, timescales, key dates, issues, dependencies and risks with the client to produce an agreed plan. Additional discussions will be arranged on an event-driven basis through the course of the project, where necessary, to ensure successful deployment. All proposed dates for project meetings and activities will be agreed by both parties in advance. Written project communications, documents and Emails are copied or distributed via the client task leader and the Q Associates Account Manager and Project Manager as appropriate.

Statement of Works and the Project Plan

Following the project start-up meeting, the Statement of Works (SoW) is produced which describes how the project is to be delivered, the tasks, plan and a description of the architecture (for more complex projects there will be a separate design document).

The project plan includes:

- Roles and responsibilities table
- Organisational chart
- Deliverables list
- Location addresses
- Communications table
- Project plan (gantt chart)

And sections on:

- Issue management
- Change control
- Risk management
- Progress reporting

Appendix B: Optional Helpdesk & Support Services

In addition to the cloud providers helpdesk services, Q Associates offers access to our own internal Helpdesk services based out of Newbury and Newcastle to further assist our clients in successful service delivery.

Q Associates provide 24x7 helpdesk support for a number of hardware, software and cloud services and are regularly monitored and measured as to our ability to meet a number of SLA and KPI's to ensure that our and their clients receive similar or better support experience when logging calls.

Additionally, Q Associates offer helpdesk and technical support as a managed service contract for a number of our clients that covers technologies from a number of other vendors and cloud services that we have either deployed as part of an overall solution or for technologies that our clients recognise we have technical competence that have assisted them in the past. These managed service contracts, Q Associates will perform a number of reactive and proactive activities, based upon the agreed service levels. These are in addition to the services provided by the cloud service providing the SaaS or Hosted service

Where the support contract is not via Q Associates, we will work with the client to raise the appropriate information for the client to raise the call directly with their vendor support contract.

Regardless of the technology or service offered our call logging and tracking processes offer a single point of contact and although the specific processes backed off to the vendor/cloud provider may differ slightly Q Associates will manage the process giving our clients a consistent interface.

This has significant benefits as you have a single point of contact across the technologies and our support staff have access to the technical consultants that were involved in design, installation, configuration and other on-site related services that has in the past proven useful in reducing the Time To Resolution (TTR) of the fault call.

Q ASSOCIATES

Newbury Office:

Langley Business Court
Beedon

Newbury
Berkshire
RG20 8RY

Tel: +44 (0) 1635 248181

London Office:

WeWork Office

Southbank Central

30 Stamford Street

London

SE1 9LQ

Tel: +44 (0) 1635 248181

info@qassociates.co.uk

www.qassociates.co.uk

/qassociates

@qassociates