

Platform as a Service Service Description

Platform as a Service

BCN provides secure, Windows or Linux Cloud Virtual Servers on enterprise class hardware deployed at our fully owned and operated secure UK Data Centres. Each Instance is provided with remote access locked down by IP. Additional security measures are available upon request.

Our Data Centres are aligned to tier 3 standards, with multiple and diverse routes. Each Data Centre is also ISO27001 and NHS IG Toolkit compliant.

Key Service Features

- Industry leading VMware® technology running on VCloud
- Storage backed by Nimble Storage arrays
- Your choice of operating system, Linux or Windows
- Scalable and extendable solutions, allowing for growth
- All disks with RAID for extra resilience
- Compute power backed by HP
- Manufacturer's support of hardware
- All Infrastructure and Networks monitored 24/7/365
- Managed applications including O/S, Middleware and runtime environments
- Automated patching and updates with physical and software security
- High available capacity and built-in redundancy across data centres
- Proven, established deployment processes support rapid On-boarding and Off-boarding
- ISO20000 and ITILv3 service Management aligned with pro-active monitoring
- Accreditations/Certifications include IL2, IL3 and ISO27001
- Fully managed environment with automated switching across servers and networks
- Highly resilient infrastructure with no single point of failure

Key Service Benefits

- Lower service delivery costs aligning requirements to BCN's Cloud
- Reduce or eliminate traditional licence and maintenance upgrade costs
- Productivity improvements through high availability of the underlying platform
- Rapid on-boarding and off-boarding including migration and transition services



- Decreased deployment time for new resources and pre-built images
- Dynamic scaling matches demand to minimise total cost of service
- High availability and instant access for users across multiple locations
- Protected customer data via high redundancy levels and stringent security
- ISO27001 accredited, OFFICIAL and IL3 hosting, UK datacentres
- On-demand pricing for short term, un-planned or trial services

Service Definition

INFORMATION ASSURANCE

See Service Questionnaire responses.

Our private cloud hosting service is accredited to hold and process information up to IL3 by a number of existing clients, and is tested against this on an annual basis.

All data will be processed within the UK and administrated by UK staff with appropriate levels of screening.

BACKUP/RESTORE AND DISASTER RECOVERY

The solution is provided from a UK-hosted, dual datacentre, private cloud platform which supports SAN to SAN replication of data between the 2 sites. The platform is designed to ensure no single points of failure, and is supported by our 24x7 support operation. There is a costed optional service available to replicate data and Virtual Machines to the redundant site to provide business continuity in the event of a catastrophic failure at the primary data centre.

ON-BOARDING AND OFF-BOARDING PROCESSES

Initial customer setup requires direct contact with BCN to discuss full requirements.

When the service is no longer required a backup of customer data can be provided on request in a mutually agreed extract format. This may include an image of the virtual machine where appropriate.

We will purge and destroy (as defined in security accreditation for different security classifications) customer data from any computers, storage devices and storage media that are to be retained after the end of the subscription period and the subsequent extraction of customer data (if requested by the customer).

SERVICE MANAGEMENT DETAILS

Service Management will be provided by our ITIL v3 aligned service management team. Each account will have a named service manager, responsible for day to day operational relationship and service delivery. Full UK-based helpdesk services are provided Monday to Friday 8:00-18:00 within base price, and full 24/7 support is available on request.



SERVICE CONSTRAINTS

Scheduled maintenance will take place outside of the standard service hours of Monday-Friday 08:00-18:00. Planned maintenance downtime will be advised in advance, and outside of these windows the service will be normally be available for use 24x7, with 99.9% availability over a rolling 3 month period.

SERVICE LEVELS

BCN operates a straightforward no-nonsense Service Level Agreement structure with all of its clients.

With currently over 1200 contracted services operating at 99.9%, speed of response and speed to resolution are extremely important to us. Our SLAs have been designed to be clear, uncomplicated and effective, so you always know what you are getting. We set manageable and realistic expectations, backed up with measurable tools for easy performance tracking through our client portal.

Support Hours - Full UK-based helpdesk services are provided Monday to Friday 8:00-18:00 within base price, and full 24-hour facilities are available if required.

NB priority 1 calls must be made by telephone only.

	Severity	Response	Diagnosis
P1	High	15 Minutes	1 Hour
P2	Medium	30 Minutes	2 Hours
P3	Low	45 Minutes	4 Hours
P4	Service Request	60 Minutes	1 Day

TRAINING

Information will be provided on service management in the form of a PDF document for end users. Other training requirements may be accomodated upon request.

ORDERING AND INVOICING PROCESS

See terms and conditions.



TERMINATION

Please refer to our terms and conditions.

CUSTOMER RESPONSIBILITIES

Please refer to our terms and conditions.

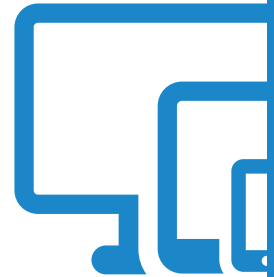
TECHNICAL REQUIREMENTS

No specific limitations are placed on this service, however bandwidth requirements will depend on the nature of the applications hosted and where its end users are located. For a more detailed clarification please contact us directly.

TRIAL SERVICE

Short term trial facilities may be possible and agreed by prior arrangement. Please contact us to discuss specific requirements.





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