

Cloud Connectivity

GCloud 11 Service Definition document

Lot 1 – Hosting & Lot 3 – Support

Crown
Commercial
Service
Supplier

RM1045, RM3804
& RM1557

 **HEALTH &
SOCIAL CARE
NETWORK**

RM3825 ACCESS SERVICE FRAMEWORK

 HM Government | G-Cloud



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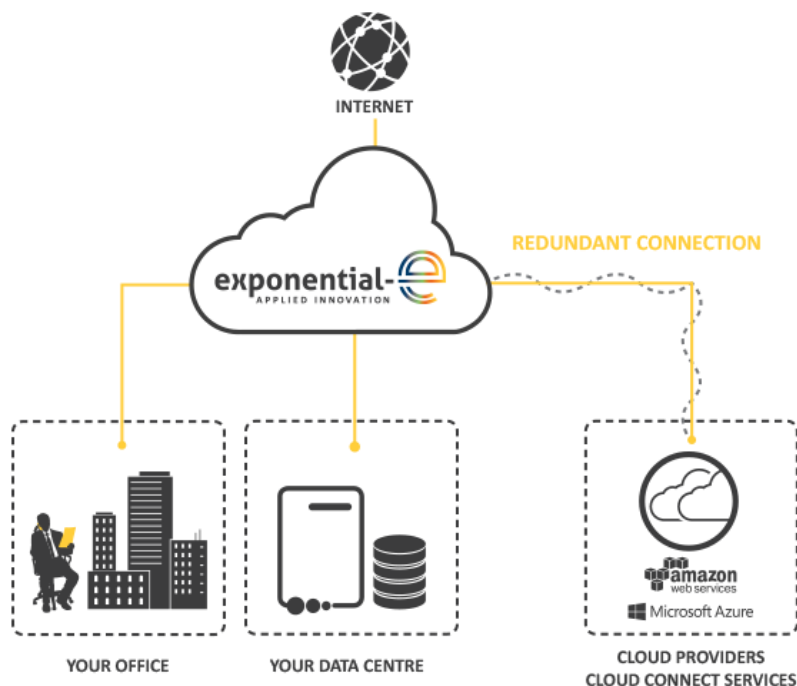
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Overview of the Service

Exponential-e's Cloud Connect service enables users to connect with their chosen Cloud Service Provider (CSP). Cloud Connect creates a secure, resilient connection so customers can effectively extend their WAN into their virtual Network at the CSP.

When Cloud Connect is configured to use Border Gateway Protocol (BGP), private LAN IP ranges are advertised directly to the CSP via BGP, and the CSP Network subnets are advertised back to your Network - meaning that any changes in routing are dynamic and no manual intervention is required. Should you require the Cloud Connect service be delivered into your WAN, all routing is managed on your behalf by the Exponential-e team.



Key Features

- ✓ Connect to AWS, Google, and Microsoft Azure and Office365 via Express Route.
- ✓ Dedicated bandwidth and predictable low latency.
- ✓ Connect from a dedicated site.
- ✓ Take dedicated EVCs to dedicated Clouds over the same physical connection.
- ✓ Flexible bandwidth options with scalable capacity- up to 10Gbps.
- ✓ Uncontended and symmetric bandwidth
- ✓ Mesh your selected CSPs by selecting dedicated EVCs between them.
- ✓ Fully redundant connections by design.
- ✓ 24 x 7 x 365 support available via UK based Service Operations Centre (SOC).

Benefits to Your Organisation

- ✓ Consistent high level performance.
- ✓ Fast, efficient and reliable service delivery backed by stringent SLAs.
- ✓ Significant quality end user experience.
- ✓ Ease of inter-operability.
- ✓ Flexible service to scale in line with your organisation needs.
- ✓ Seamless user experience without interruption to the CSP of choice.
- ✓ Reassurance the traffic the user sends is safe and not subject to the vagaries of the Internet.
- ✓ Cost savings - no need to take additional back up options.
- ✓ You are in control - we deliver CSP connectivity to your sites in a format dictated by you.

Key Technical Features

Exponential-e Cloud Connect service provides a point-to-point private data connection over a fibre service between the site and the Cloud Connect platform. Alternatively, we can provide a centrally-delivered connection via a new or existing Exponential-e provided WAN VPLS instance to allow access to the selected Public Cloud provider. Cloud Connect includes the following features:

Reliable Connectivity

Secure and resilient network access is an essential component of Cloud Computing. A dedicated private connection to Cloud assets reduces network costs, increases bandwidth throughput and improves network performance. The Cloud Connect service from Exponential-e provides a dedicated network connection from your premises to third party CSPs including Amazon Web Services (AWS), Google, and Microsoft Azure and Office365 via Express Route. By using our Cloud Connect service you can establish private connectivity between your current CSP and Data Centre, office, or co-location environment. Our Cloud Connect solution is fully redundant by design, meaning you don't need to worry about expensive extras to provide the reliability and peace of mind your organisation needs.

Secure Connectivity

Our private dedicated connectivity bypasses the public Internet, providing predictable latency and high performance access - from your premises or Data Centre, right to your Cloud Environment.

Multiple Ethernet Virtual Circuits (EVCs) with Cloud Connect

You can connect to a number of CSPs with Exponential-e. You can also choose from different bandwidths giving you the flexibility and ability to scale up in line with the demands of your organisation. You can also choose to connect a number of CSPs directly with a dedicated EVC.

Hybrid Cloud

Users creating hybrid cloud solutions - integrating public CSPs with their own hardware - can create a direct connection between their two environments. This will provide them with a secure connection and predictable latency, allowing for an optimal hybrid cloud scenario.

Network Reach

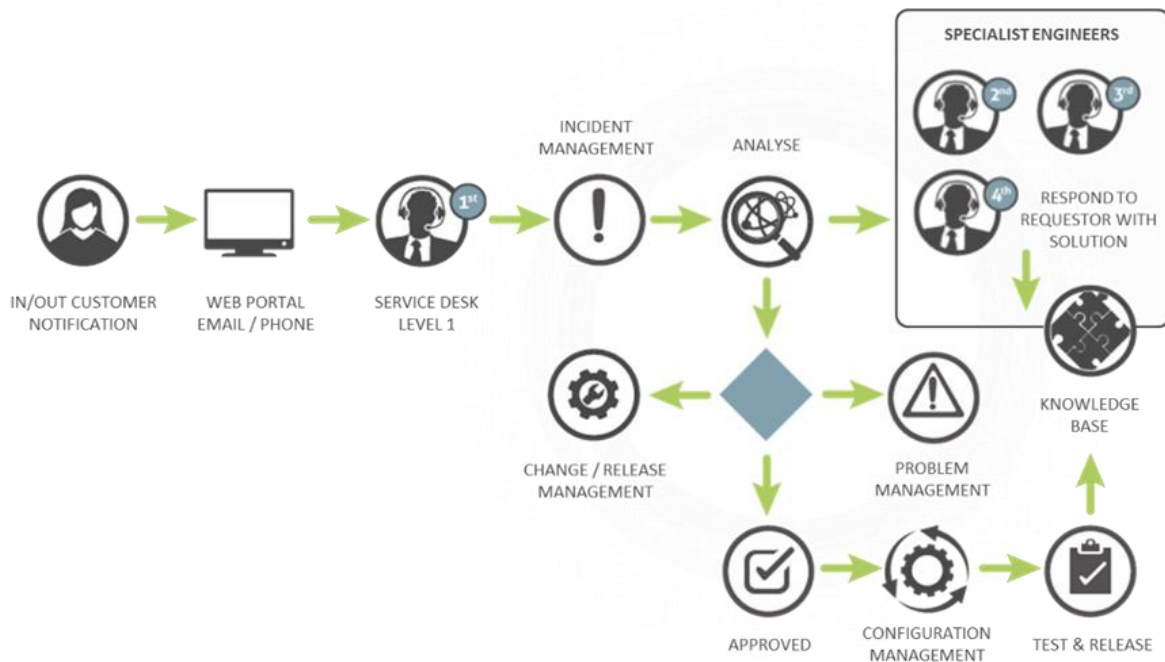
With over 33 x Data Centres on-net, 200+ points of presence and over 120,000 on-net postcodes - Exponential-e's Network reach provides anywhere-to anywhere connectivity

Support Services

Support and incident management is provided by Exponential-e's UK Service Desk. This is manned 24 x 7 x 365 by qualified engineers, and meets/exceeds Service Management Levels (SML) 1-4 of GCloud 11. Our Service Desk is aligned to ITIL and industry best practice guidelines.

Our customer premise equipment (CPE) enables our Service Desk to proactively monitor all services and, in the event of service disruption, alerts are sent to your team and ours, and an incident is automatically generated in our system. You will receive a unique reference for the incident and updates provided regularly until resolved. Once an incident is logged, our Service Desk will initiate diagnostics to restore service and identify the root cause of the issue.

Issues can be raised by phone, email or via the ServiceNow portal. When engaging with our Service Desk, you will first be met by a 1st Line Technician who will be highly competent at incident resolution. Our support process is shown below:



Support and incident management is backed by our target response and fix times for incidents. Target response and target fix time Service Level Agreements (SLAs) are based around a four tier call priority system detailed below.

Priority Level	Description	Target Response Time	Target Fix Time
Critical (P1)	Total Loss of Service	30 minutes to respond to call	4 hours to resolve failure.
		1 hour to troubleshoot	
High (P2)	Partial Loss Service	30 minutes to respond to call	10 hours to resolve failure.
		1 hour to troubleshoot	
Normal (P3)	Intermittent Loss of Service	1 hour to respond to call	48 hours to resolve failure.
		1 hour to troubleshoot	
Low (P4)	Information/Change request, no impact to the customer	4 hours to respond to call	48 hours to resolve failure.
		1 hour to troubleshoot	

Service Level Agreement

Service Availability

The Cloud Connect Service availability is defined as the ability to send and receive a data packet to or from the selected public cloud provider to the customer's VPLS instance or the customer site (as applicable). This is only measured from PoP to PoP, as the availability of any access infrastructure which connects the customer site to Exponential-e's PoP(s), falls under fibre services.

Target Availability

99.999%

Service Credits

Measure	Service Credit*
>0.1 Below Target	5%
>0.5 Below Target	10%

* The Service Credit is applied as a percentage of the Monthly Charge for the Service for the affected customer site only.

Service Desk Support

Our Service Desk follows ITIL compliant processes which also form part of our organisation ISO9001 accredited Quality Management System (QMS) and ISO20000-1 IT Service Management accreditations. Service Desk processes include:

- ✓ Incident Management
- ✓ Change/Release Management

- ✓ Problem Management
- ✓ Configuration Management
- ✓ Patch Management
- ✓ Escalation
- ✓ ServiceCentre Portal

Nominated users can view incident details through the ServiceCentre portal, from ticket opening to closure. The Portal enables users to add an overview of the incident, additional details, and attach any corresponding documentation to the portal. The benefit is that all open incidents and changes can be viewed in one place. This view can be filtered, grouped, and exported into PDF or Excel.

Incident Updates

During an incident we understand it is important you are always kept up to date and aware of the next steps. We provide proactive updates every hour for P1 and P2 incidents. During updates we aim to provide the below information:

- ✓ The current status
- ✓ Next steps

Updates are provided by telephone and/or email, depending on the priority and urgency of the issue, and logged on the Service Centre portal for review.

Escalation

When incidents remain unresolved beyond the stated SLA period, the escalation process is triggered. Our current Service Desk escalation process which includes SLAs for escalations is detailed below.

Escalation Level	Position	Escalation Contact	Max. Time for Escalation to Next Level
Level 1	Client support/Service Desk	Tel: 0845 230 6001 Email: support@exponential-e.com	4 Hours
Level 2	Service Desk Team Leader	Tel: 0845 230 6001 Email: support@exponential-e.com	4 Hours
Level 3	Service Desk Manager	Manish Tankaria	8 Hours
Level 4	Director of Engineering	Chris Christou	16 Hours
Level 5	Managing Director	Mukesh Bavisi	1 Working Day
<p>Note: During business hours, named contacts are available Monday to Friday 08:30 – 17:30, excluding Public Holidays. Outside business hours, please telephone 0845 230 6001.</p>			



Delivery

Lead Time

The estimated lead time is 25 working days from order acceptance if provisioned over an existing fibre service or 25 working days from the date of provision of any new Exponential-e fibre service required, with confirmation that the customers CSP port is in place.

Testing

Tests are run to confirm connectivity is established between Exponential-e and the CSP, in addition to checks to confirm the accepted prefix is passed on by ourselves.

Working with Exponential-e

Introduction

Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our inception. We pride ourselves on delivering super-fast, low latency Connectivity, flexible and resilient Cloud solutions Unified Communications, Cyber Security and world-class IT Services. Organisations from all sectors of the economy run critical services underpinned by our technological innovations. We deliver leading-edge solutions to over 2,200 customers in every vertical sector.

Our Network

Exponential-e’s own Cloud infrastructure is fully integrated with our 100 Gigabit Carrier-Class Ethernet Network, utilising premium grade enterprise compute, and is supported by our UK based 24x7x365 Customer Service Desk to deliver a non-stop compute platform to you and your end users.

What differentiates us from the competition is how we utilise our own network to deliver multiple services over one connection, with 100% Network visibility and control, and the cost efficiencies this provides our customers. Our fusion of complementary technologies, a carrier-class network and Cloud infrastructure, means we can deliver enterprise applications at super-fast, low latency, with an end-to-end SLA, for a superior end-user experience.

 <p>17 year pedigree of delivering enterprise-grade solutions for our customers</p>	 <p>Over 3,300 customers across SME, Enterprise and Public Sector organisations</p>	 <p>Fully owned Network, Data Centres, Cloud, UCC Platform and Security services</p>
 <p>Dun & Bradstreet rating 1 Privately owned and Financially stable</p>	 <p>Turnover up 16% to £115m EBITDA up 81% to £36.2m</p>	 <p>Average 25% compound Annual Growth Rate</p>



Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ✓ **ISO27001** - Information Security
- ✓ **CSA Star** - Cloud Security
- ✓ **Cyber Essentials Plus**
- ✓ **PCI-DSS**
- ✓ **(HSCN) Health Social & Care Network Stage 2 Compliance**
- ✓ **CAS(T)** accreditation
- ✓ **ISO9001** - Quality Management
- ✓ **ISO20000-1** - Service Management
- ✓ **BS10012** – Personal Information (GDPR)
- ✓ **ISO22301** - Business Continuity
- ✓ **ISO50001** - Energy Management
- ✓ **ISO14001** - Environmental Management

Our certifications are fully audited every three years by BSI, NCC Group & NHS Digital, supplemented by six monthly continuing assessment audits to ensure continuing compliance. The following preventive are undertaken actions to ensure we maintain our certifications & accreditations;

- ✓ 12 month Audit Schedule
- ✓ Monthly Internal Audits in line with our audit schedule
- ✓ Six monthly external Audits
- ✓ Live Net Promoter Score on our Website
- ✓ All Engineers undertake BPSS vetting by a government approved vendor
- ✓ Corrective and Preventive Actions – CAPA
- ✓ Control of Documents and Records
- ✓ Companywide Risk Assessment
- ✓ Annual review of policies, procedures and documents
- ✓ Internal & External PEN (ITHC) Network Test by a ‘Check’ or ‘Crest’ approved vendor
- ✓ Annual off site Business Continuity Test
- ✓ Management reviews (Management Meeting, Service Review, Quality Review, Business Continuity, Security Review and Operation Review)



Our Promise

Our brand promise is to 'Constantly exceed expectations with innovation and service'. In order to achieve this, we promise to deliver the following:

- ✓ **Customer Service Excellence:** Our first priority we never compromise on, this culture spans across every department and is championed by every board member
- ✓ **Trusted Supplier:** A reliable and fully owned carrier-class network, with pro-active support from our 24x7x365, fault find and fix Service Desk, and verified financial stability inspire customers' confidence in us
- ✓ **Technical Capability:** Working within eight international ISO and British Standards, we design, manage and support customers' complex, bespoke network, Cloud and Voice requirements
- ✓ **Applied Innovation:** Ensuring customers' businesses remain at the leading edge with a dynamic approach to investment, R&D and innovation, and consistently delivering industry firsts.

Our network has undergone a rigorous security assessment and has achieved PCI-DSS compliance to ensure top security standards. We design, deliver, manage and support communications solutions, both simple and complex, to international ISO management standards: 9001, 22301, 14001, 5001, 27001, 20000 and BS 10012.

By the start of FY2018, our turnover had reached approximately £115 million and ongoing recruitment activity meant that we had over 500 employees. Our success is driven by the quality of service we provide and is underpinned by investments in people and infrastructure that enable us to deliver on our brand promise.

Exponential-e's Approach

Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden extras from you. From the initial point of contact, including technical consultancy, project management and on-going customer support, we are entirely transparent about our work and the costs involved. To maximise the value for money customers receive, we constantly challenge the performance of the service through 24x7x365 monitoring and management via the Exponential-e Service Desk, feeding back at monthly service reviews that constantly benchmark your expectations. During these reviews, we propose and implement continuous improvement targets for service levels and cost efficiency. On award of any contract, we analyse the service required and explore how we will improve the services year-on-year.

Thought Leadership and Applied Innovation

We have an entire team devoted to seeking out new products, features and enhancements. We pride ourselves on our ability to generate, identify, and deploy the latest technologies. Our commitment to innovation has seen us develop pioneering new products and services for our customers and deliver all manner of industry firsts.. We will constantly keep you informed of new technologies that ensure you remain current and knowledgeable as to innovative solutions and best practices. The most effective means of doing that is during our regular Service Management review meetings; the reviews will take place on a monthly or quarterly basis, or upon request. These sessions are used to understand your requirements, address any current service issues, and for our team to update you on new market trends or technologies our researchers have identified.

You will have the opportunity to attend regular events that provide an opportunity to speak with our subject matter specialists and to exchange ideas and experiences with other Exponential-e customers. We are firmly committed to listening and collaborating with our customers, and partners, in order to deliver innovative technical solutions that drive tangible business benefits.

We organise industry focused and private seminar events at exclusive venues, such as the Ritz and Emirates Stadium. We invite key speakers to present, as well as our in-house technical experts and evangelists, and look at topics including 'Demystifying SD-WAN' These events are excellent networking opportunities which present you with a chance to speak with like-minded individuals in an informal environment and gain real technical knowledge and insight from our team of experts.

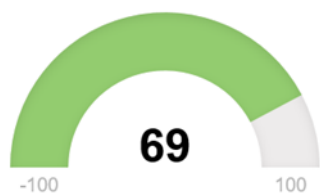
Details of our events can be found on our website, <http://www.exponential-e.com/about/events>, where you can register.

You will also be sent updates from our marketing department, highlighting new features or services available in the market. New products, features or services that we feel are well suited to our customer's infrastructure, or will benefit their IT environment, will be brought to their attention. Initially, many of our customers adopt our WAN solution and are often keen to complement this service with our Cloud, IT and Voice services.

Meeting our Brand Promise

For over 17 years we have focused on building trusting relationships with our customers by placing service excellence at the heart of our operations. Key to our success is the development and sustainment of effective working partnerships through regular service review meetings, proactive management and - most importantly - continually seeking to improve the services which will be delivered.

In order to ensure that we are continuously improving, we benchmark customer satisfaction which provides us with the analysis to improve. Measuring our customer satisfaction is achieved through our Net Promoter Score and our Voice of the Customer Programme.



Rolling 3 month average. Industry average 17

<https://www.exponential-e.com/about/customer-service-promise>

Our current 3 monthly rolling NPS score is more than double the UK Industry average.

Our Voice of the Customer Programme gives you the opportunity to provide real-time feedback by simply clicking on one of four icons on each Exponential-e employee’s email-signature (Gold- Excellent, Green- Good, Amber- Could have been better, Red- Poor).

These awards are all testament to our solutions and achievements in innovation. Details of our other awards can be found on our website:

<https://www.exponential-e.com/about/our-accreditations-awards>

Meeting our brand promise through customer service excellence is embedded into our culture; anytime our customers recognise our people doing well, we reward this throughout the business. At Exponential-e, we’re committed to service excellence and are empowering our people to deliver it.

Our Security Capabilities

Security assurance

Our services are designed, built and optimised with clear alignment to the 14 CESG Cloud Security Principles that UK Public Sector organisations use when assessing cloud hosted solutions for information assurance compliance.

The Exponential-e cloud benefits from extensive independent validation via certifications ranging from international standards e.g. ISO9001, ISO27001 and ISO20000 to UK public sector specific standards such as CAS(T) and HSCN Stage 2 certification.

The Exponential-e Cloud Platforms are subject to regular, extensive IT Security Health Check (ITSHC) CHECK Tests by independent, CESG-approved assessors to ensure that our customers have confidence in the physical and technical security controls which have been implemented to protect their valuable data assets. Platforms are suitable for all data classified at OFFICIAL under the Government Security Classification Policy (GSCP)

All customer data is stored in Exponential-e’s two secure UK data centres with SC-cleared UK staff. Customer identifiable data does not leave the UK.

Connectivity

Our UK Data Centres have resilient connections to secure UK government networks such as HSCN Assured as well as large scale, DDoS protected internet connectivity. We also offer the ability for customers to present their own connections (such as direct connectivity into your MPLS, or inexpensive point to point connections via leased lines) and the Secure Remote Access solution to allow security assured VPN access to the Elevated OFFICIAL platform.

