# e2e assure

## e2e Managed Customer Cloud Infrastructure Service – Service Definition Document

# OVERVIEW

A range of Cloud infrastructure managed services where the customer buys or already owns the Infrastructure but requires a service provider to manage it. These are fully managed cloud infrastructures including all network, security and virtualisation components.

Organisations can then deploy servers and applications onto the secure infrastructure with e2e working with them to configure the components of the system.

The service comes in three variations that align with the organisations workload, availability, threat and data classification posture. Organisations can choose a profile that meets their security requirements.  This service is designed to manage clouds hosting OFFICIAL and OFFICIAL-SENSITIVE data.

The support service model can be scaled up on demand (on a day by day basis if needed), providing outstanding value for money and return on investment.

## SERVICE DESCRIPTION

A range of Cloud infrastructure managed services where the customer buys or already pays for or owns the Infrastructure but requires a cloud service provider to manage the infrastructure. These are fully managed cloud infrastructures including all network, security and virtualisation components.

## FEATURES

- Full IaaS managed service on your Cloud
- VMware and Hyper-V hypervisors supported
- Wide range of network and security equipment supported
- Wide range of HP servers, blades and storage supported
- Includes patching of your infrastructure
- Includes monitoring of the health of your infrastructure
- Includes capacity management of your infrastructure
- Service delivered by security experts to keep you secure
- Change control and device backups included

## BENEFITS

- ✓ Expert cloud infrastructure management services
- ✓ Expert cloud security management services
- ✓ Retain equipment ownership
- ✓ Have the freedom to choose the best service provider
- ✓ Easy to leave with short minimum term
- ✓ Scale your service level up and down daily or monthly
- ✓ Enables you to focus on service consumption and not management

e2e provide network, firewall, server, storage, backup management of a customer's Cloud. Supported technologies are listed below:

- VMWare
- Hyper-V
- Cisco firewall, VPN devices routers and switches
- HP servers and storage
- Juniper firewalls, routers and switches
- Microsoft Servers
- Linux Servers
- Other firewalls such as WatchGuard and Palo Alto

✓ **Scale-up service levels on demand -** flexes with your service level to ensure the resources are available when you need them most
✓ **Securely enables your business** by allowing you to pursue the best value services and maximise opportunities whilst maintaining your security posture
✓ **Three levels of Cloud Service**s to accommodate any OFFICIAL or
✓ OFFICIAL-SENSITIVE requirement
✓ **e2e's Support Services** operate based on an IT Service Management ITIL lifecycle model
✓ **All management access to the service can be secured** with two or even three factor authentication and encryption using CESG CPA approved devices

**Simply put these Managed Cloud Services enable you to consume the benefits of the cloud without compromising security and affordability.**

## THE MANAGED CUSTOMER CLOUD INFRASTRUCTURE SERVICE

The Managed Customer Cloud Infrastructure Service is designed for organisations that have in house or third party cloud infrastructure that requires managing by a cloud provider.

There are three levels of service provided that vary in availability, scale security and features.

## HOW DO I KNOW WHICH SERVICE IS APPROPRIATE?

There is a level of service appropriate for all organisations. If you do not currently know what the right level of service is we offer a simple process:

1.  e2e provide a free, one day on site cloud workshop led by a CESG Senior IA Architect where we work with your organisation to establish your Cloud requirements and cover aspects such as your organisations risk profile and security assurance requirements, connectivity requirements as well as your platform and application requirements.

2.  The workshop report includes expert advice from e2e and includes generating your heat map similar to the below and this gives us a score:



3.  This score then maps to our recommended services:



4.  If you need more help we can provide follow up workshops with no commitment from you to purchase a cloud service. We will walk you through a risk based approach that starts with your business requirements and allows you to decide which service aligns best.

## LEVELS OF SERVICE

| Baseline | |
|---|---|
| Service Hours | 8am to 6pm Mon-Fri |
| Service Hours Response Time | 2 hours |
| Emergency/out of hours 24/7 response time | 8 hours |
| Change Windows | Inside Service Hours |
| Automated Backup | No |
| **Enhanced** | |
| Service Hours | 8am to 6pm Mon-Fri |
| Service Hours Response Time | 1 hour |
| Emergency/out of hours 24/7 response time | 8 hours |
| Change Windows | **Inside Service Hours plus 2 changes/month out of hours*** |
| Automated Backup of configurations | **Yes** |
| **Premium** | |
| Service Hours (change windows 24/7/365) | 24/7 |
| Service Hours Response Time | 1 hour |
| Change Windows | **24/7** |
| Automated Backup of configurations | Yes |

*additional out of hours changes can be purchased using extended support days

## SHORT TERM SERVICE SCALE UP OPTIONS

The service includes the BAU activities relating to managing the cloud infrastructure but it is possible that the customer requires the reassurance of having e2e resource on hand to support their IT team during critical times.

The service has scale up support to cover emergencies or other times of high service demand or heightened importance.

## MEDIUM TERM SERVICE SCALE UP OPTIONS

It is possible to scale up from Baseline to Enhanced and from Enhanced to Premium or from Baseline to Premium.

There are no one off charges for scaling service levels up or down.

Customers are charged at the new level of service pricing for the period of time they operate at that level of service. There is a one month minimum term for a scale up of this type and the customer can scale down in the same manner.

## CLOUD SERVICE SCALE DOWN OPTIONS

It is possible to scale down from Enhanced to Baseline and from Premium to Enhanced or from Premium to Baseline.

Customers are charged at the new level of service pricing for the period of time they operate at that level of service. There is a one month minimum term for a scale up of this type and the customer can scale down in the same manner.

# OTHER SERVICES

**Cloud design** - we work with you to incorporate any particular configurations you require. We can accommodate many different types of customer specific requests and charge on a time and materials basis.

**Service training** – we provide training on how to use the IaaS service. This is typically done on site to a group of people at your organisation. It is only required if your organisation requests it as most consumers are familiar with the virtualisation tools (VMWare or Hyper-V).

**Ad hoc support** – we come and spend the day with you and your team assisting with any support issues or working as one of your support team to assist in a support task. This would only be needed in exceptional circumstances but we understand that there may be critical events that requires as much de-risking as possible and having an e2e cloud support expert on site is one way to achieve this.

**Data migration services -** we assist you to move your data into or out of the service. Can also be used to connect to and migrate data to other cloud systems such as hybrid or public cloud services for the purpose of data or machine migration or configuring ongoing hybrid cloud services. For service migration e2e allows existing data to be migrated to and from the Cloud platform. Typical formats include exported VM images from VMWare or Hyper-V or VM templates of servers/server images. We support many methods of transferring data and existing services in and out of our Clouds.

**Advice and consultancy** – these days are typically used to support your organisation at times when you need expert cloud architects on site to support you. Examples of such events are when internal or external auditors have design/architecture questions, meetings with Accreditors/Assessors, preparing for penetration tests, preparing to roll out new applications to the cloud, cloud planning activities, presentations to the board/IT managers or any other such event that requires technical cloud architects present to support you.

## MORE INFORMATION AND CONTACT DETAILS

For more details on this service and to see the other services we offer visit

www.e2e-assure.com

Enquiries, and more information is available on request, email info@e2e-assure.com with any queries.

## WHO ARE E2E?

e2e are a cloud security company with 20 years' experience of providing military grade cyber security. We provide repeatable cloud-based services to the public sector. Security depth, quality and service excellence set us apart from our competition.

## OUR ORIGINS

e2e was founded by two industry experts, each holding 20 years' experience of delivering secure, end-to-end solutions. We have a history of designing secure networks for online payment systems; designing, developing and delivering cyber defence solutions; developing and starting up complete Managed Service solutions; and have built several worldwide Data Centres. Our clients over the years have covered most sectors from banking to the MoD.

## OUR PEOPLE

e2e have brought together a highly experienced team of cloud experts, developers, security architects, CESG CLAS consultants, support specialists, security analysts and expert cyber security business development specialists. This core team has since been bolstered by the addition of a vibrant cloud support and cyber analyst team, recruited through channels such as the Cyber Security Challenge UK, SANS Cyber Academy and other government backed schemes to find cyber talent.

## OUR WORK IN GOVERNMENT

We have earned an excellent reputation over the last three years as a trusted service provider to government and our cloud services are helping deliver key UK wide services. All our services are ISO27001:2013 accredited, CES and CES+, IASME certified, and we are the go-to organisation when a need for cost effective, cloud based services are required that must be secure to protect UK sovereign reputation. Our services to government cover central government, local government as well as other public sector organisations.

## OUR AMBITIONS

e2e are a service company. We have a well-developed range of cloud-based services, all of which are designed to be repeatable, scalable, flexible and on-demand.

- We aim to be the best supplier: the easiest to deal with, the most reliable, and the best at delivering cloud service support and managed services. So far we have made a huge impression with our existing customers – e2e just does it better than the competition.

- We aim to be the most secure supplier, to deliver and maintain the most secure services. There is simply no other supplier on the market with our security credentials and no other supplier with the technology and team to deliver security-as-a-service at our level. We are miles ahead in this area and this is where we want to stay.

## OUR METHODOLOGY

We focus on applying well established skillsets and a wealth of experience to ensure highly responsive delivery without sacrificing quality. We invest in our technology and our people so that our customers can benefit from our thirst for excellence. We understand how to integrate security seamlessly into our services, giving you secure cloud based services that 'just work'.

We have fully embraced the 'As a service' model: e2e is a cloud based business, with a cloud business model, operating model, service delivery model and we deliver all our services from our cloud based operations centre.

## OUR QUALIFICATIONS

e2e is a UK based SME Company operating exclusively from within the UK using SC cleared staff. We operate out of two UK datacentres (Tier3 and Tier4). We are ISO27001:2013 accredited, CES and CES+, IASME certified, CLAS members, CESG CCP Senior level, UKCEB members, TechUK members, BCS and IoD members, Crown Commercial Suppliers, UK Cyber Security Forum members. We sponsor and recruit from the Cyber Security Challenge UK as well as the SANS Cyber Academy. We understand how to work with partners and ensure we are honest and straightforward to deal with. We embrace the cloud first approach and are heavily involved in UK Cyber in general; we want to help spread the UK cyber messages (CESG Cloud Security Principles, 10 steps, Get safe on line, etc.) and are active CiSP members with strong links within UK Cyber.