



## INFORMATION SHEET

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# Trust Cloud Infrastructure as a Service (IaaS)

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The Trust Cloud Infrastructure as a Service enables businesses to begin their Multi-Cloud journey.

**With businesses focussing on reducing overall costs and improving reliability and availability for their IT, Multi-Cloud is becoming the most likely deployment. According to IDC today Multi-Cloud accounts for around 36% and this is forecast to increase in the next 1-3 years to 64% and rising. The Trust Cloud Infrastructure as a Service enables businesses to begin their Multi-Cloud journey.**

**In partnership with Tier 1 partners such as Nutanix our offering is delivered from leading government approved and sustainable datacentre provider, Ark Data Centres.**

## Solution Summary

Trust Cloud Infrastructure as a Service (IaaS) solution provides customers with a Hyper-Converged platform, Edge & Core Network & Firewall technologies all wrapped into a high performance, tier 1 managed solution. Trust compliments this with service offerings, from a Bronze Monitoring & Reporting Managed Service as part of the solution with the option to add Silver or Gold enhanced levels of service.

### Customer Applications and Data

- Infrastructure services provisioned on VMs or file data
- Customer dedicated access to data/platform via network
- Data encrypted at rest
- Native 'on box' VM snapshots by default as "basic recovery"
- Options to enhance service

### Customer IAAS

- Dedicated IAAS platform for each customer ensuring complete data separation
- Hyper-Converged platform, built on COTS technology using industry leading technologies
- High performance, scalable platform, sized on 'model workload' but scalable to customer needs
- Base service scope with range of additional features that can be added as per requirement
- Data at rest encrypted (software based)

### Core Switching

- Customer Segregation using Layer 2, 3 and firewall technology throughout the network stack
- Dual resilient and redundant platform end to end
- High performance 10GbE connectivity to Hyperconverged platform , with options for 25GbE
- High performance COTS Switching technology
- Internet landing options for resilient 1 GbE and 10GbE

### Customer Inter-Connect (WAN) Landing

- Connect via the internet to IP landing e.g. IPSec VPN, SD-WAN, MPLS integrations etc.
- Shared incoming internet connection into Edge Switching
- Resilient (Active/Passive) 1 GbE bandwidth by default
- Virtual firewall landing zone
- Regulated, default firewall policy set, managed by Trust Systems, flexible to customer specific needs

### Customer Connection Options

- Offering direct connection if customer already present in same DC
- Resilient options available
- Dedicated switch options available for Edge landing
- Customisable solution to meet customer needs

### Customer Premises/End User

- Customer End Users based at customer site or if working remotely
- End user connection is via customer network, no direct internet publishing

## Features

### Trust IAAS Cloud - Base Offering

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- **Customer Service Centric** – Customer onboarding and support, with customer Professional Services wrap
- **Dedicated IAAS Platforms, with shared Networks** – Flexible, focussed on achieving optimal cost of service to customer
- **Tier 1** technology and hosting, COTS (Commercial off the Shelf) based IAAS, all deployed and managed by Trust Systems
- **Operational Assurance** – Piece of mind TCO with Trust Base Managed Service and Optional Services
- **Agile Platform** – scale up as needed, in terms of infrastructure and service options
- **Bring or build** your apps without need to consider infrastructure capex of infrastructure management
- **Security Focus Built in** – Designed by Trust Systems to adhere to key standards/frameworks, built in software encryption at rest with secure Key Management
- **Operational Integrity at foundation** – Base snapshots of resources, IAAS monitored by tier 1 SIEM services, vulnerability and penetration tested bi-annually

### Trust IAAS Cloud - Options

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- **Additional Security** – Add MDR/SIEM monitoring and managed service (comprehensive) to your VM, apps and services
- **Greater Resilience** – Metro/National replication – DR-As-a-Service with Consultancy to design with your business in mind
- **Backup As a Service** – Off box, formal backup as a service, managed by Trust
- **Operational Assurance** – Add options for VM Operating System (OS) management, Anti Virus, OS update services etc.
- **Optional Hyper-Visor** – Bring your own VMWare licenses for Trust to provide managed VMWare Hyper-Visor
- **Publish your own Websites** – With optional Load Balancers and Web application Firewall services
- **Added Service Levels** – Top up Standard Bronze with Silver and Gold

## Remote Based On-Boarding Service

- Initial design and discussion on requirements in terms of capacity, requirements
- Detailed solution architecture overview, and processes
- Network Connectivity design and connectivity setup in conjunction with the customer
- Customer specific proposed solution architecture, capacity requirements, timeframes documented
- Provision of base ISO images in image pool, VM images
- Provision of base tenancy, accounts and access on IAAS platform and provision of access
- Service Desk access and key contact information
- Self Service Portal Familiarization session
- Additional Data Migration Services\*

\* - Migration services are scoped to customer requirements



## Service

Features included in the Service	Bronze (Included in Trust Cloud)	Silver	Gold
IaaS platform Hosting, WAN Management	✓	✓	✓
IAAS platform Reporting	✓	✓	✓
IAAS platform Monitoring	✓	✓	✓
IAAS platform Service Management	✓	✓	✓
IAAS platform Service Desk	✓	✓	✓
IAAS platform Back end infrastructure Management	✓	✓	✓
IAAS platform Firmware Management	✓	✓	✓
IAAS platform Break Fix Management	✓	✓	✓
Virtual Firewall Management	✓	✓	✓
VM OS Management	✗	For 25 VMs	For 75 VMs
Backup—On box Snapshot	✓	✓	✓
SIEM MDR (Managed Detect and Response)	✗	✗	✓
Vulnerability Scan	✗	✗	✓
Encryption (Software)	✓	✓	✓
BAAS—Backup—Off Host (HYCU)	✗	○	○
DRAAS—DR as a Service	✗	✗	○
Web site publishing and load balancing	✗	○	○
Web Application Firewalls—Security	✗	○	○

○ = Options

## Benefits

- Flexible cloud-like charging, OpEx rather than CapEx
- Nutanix Acropolis Hypervisor (AVH) with Self-Service Portal (SSP) included for VM provision/management
- Dedicated Hyper-converged environment but leveraging ROI from multi-tenant approach to specific technology areas
- Bronze Managed Service for Monitoring, Reporting and Service Desk included
- UK Location Secure Government Security Classifications standards
- High security focus
  - Nutanix default security baselining (with auto-remediation)
  - Nutanix Security Technical Implementation Guide (STIG) included in platform operations
  - Self Service Portal provided by Nutanix Prism Central and CALM
- Penetration and vulnerability testing/certification of base infrastructure included to key frameworks/standards
- Options for additional security such as Managed Defence Response service, Web application Firewalls, Penetration and vulnerability testing of your VMs and apps

## Quality and Environmental Standards

All datacentres are compliant with industry standards, including:

- ISO 9001 standard for quality management
- ISO 14001 standard for environmental management
- Cyber Essentials
- Code of Conduct, which is aligned with industry-recognised energy efficiency practices



In partnership with Nutanix and Crown Hosting our offering is delivered from leading government approved and sustainable datacentre, Ark Data Centres.

Contact our Trust Cloud Expert today for further information.



Digital solutions integrator delivering managed services to businesses, bringing technology and strategy together. Trust Cloud is an open hybrid multi cloud platform. We provide the system integration and managed service agility to deliver a secure, government certified and sustainable solution from the datacentre location to the solutions architecture fabric.



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