

Move to Touch Cloud for **secure, agile & scalable cloud computing**



What is Cloud Computing?

Cloud Computing is the ability to access computing services – servers, storage, databases, networking and more through a network, generally the internet. Users can access files from any location and download them onto any device of their choice.

Cloud Computing enables you to only pay for the computing and storage capacity that you need, when you need it.



How can Cloud Computing benefit my business?

Cloud Computing removes the requirement to purchase and maintain infrastructure. Our Touch Cloud is purpose-built and fully managed from design through to technical support and systems maintenance.

Therefore, freeing your business from the burden of designing, deploying and maintaining equipment in order to deliver services for customers.



Where is your Touch Cloud hosted?

Our Touch Cloud is hosted in our Tier 3 data centres in the North West and South East of England.

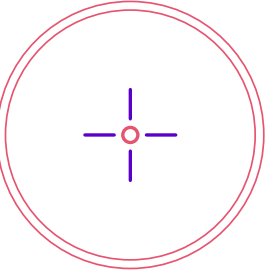


How do you ensure the availability of Touch Cloud?

We monitor the production service at all times from our Intercity Secure Operations Centre (ISOC) using our own IT service management system. Incident reporting is available at all times, with progress updates provided at a frequency to match incident severity.

We provide a Service Level Agreement (SLA) backed up by an escalation plan and Service Credits for any priority 1 incidents that exceed their SLA.

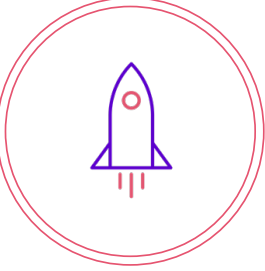
Purchasing



How much does Touch Cloud cost?

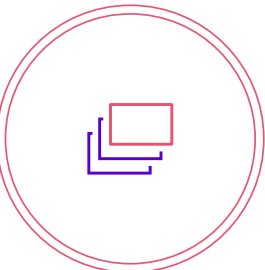
Touch Cloud enables you to pay only for the computing and storage capacity you need rather than investing in equipment with capacity that you may never come close to using.

Our service proposition makes it as simple as possible for you to select what you need, offering flexibility rather than fixed configurations. We also have a fixed charge for Internet bandwidth per Mbps, with bursting available up to ten times the purchased bandwidth, subject to reasonable use.



How much processing power and storage can I have?

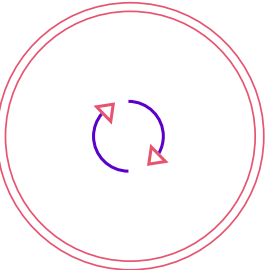
For each server you require, you specify the number of virtual core processing units (vCPUs), memory and storage. We have fixed charges per vCPU and per GB of RAM and storage, which makes it easy for you budget for and scale servers for different applications.



What are the server dimensions?

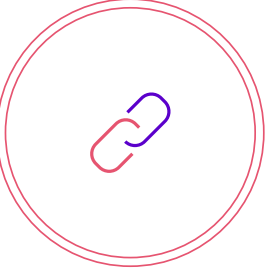
Each server is dimensioned as set out below:

Item	Minimum	Maximum	Increment
Core	1	40	1 vCPU
RAM	1	508	1GB
Storage	50GB	30TB	50GB



What Operating Systems do you support?

We supply each server by default with Microsoft Windows Server. We can supply alternative software on request. We will patch, maintain and configure any software that we supply.



Can I use my own third-party software licences?

You may upload software to your server(s) provided that you are appropriately licensed for that software. You need to keep accurate and complete records and ensure that all software licences are current. We may audit your records to verify that this is the case.

You are responsible for patching, configuring and maintaining any software that you have uploaded.

Support



How do you classify and prioritise incidents?

Incident priority levels are as follows:

Priority	Description	Update Frequency
P1	Critical – server is unavailable	0.5 Clock Hours
P2	Major – server performance is degraded	1 Clock Hour
P3	Minor – server performance is not affected	8 Clock Hours
P4	Notable – no impact on server performance	1 Business Day



What is your SLA for resolving incidents?

The resolution targets for resolving incidents are as follows:

Description	Resolution Target
P1	4 Clock Hours
P2	6 Clock Hours
P3	8 Clock Hours
P4	Next Business Day



What is your target availability?

Our target availability for Touch Cloud is 99.99% achieved by service delivery from a platform configured in active/standby mode, with nodes located in our geographically-diverse Tier 3 data centres. Each data centre has 99.95% availability, with the ability to reach 99.99% in a HA deployment, so the likelihood of total loss of service is remote.



What are your support hours?

Support hours are 24 x 7 x 365, we will manage the incident no matter what the time.



Who do I contact for help or support?

Call our ISOC at any time on 0870 861 1490.

What are your service accreditations?

Our services are certified to ISO27001, ISO9001, ISO14001, ISO20000, CHAS and SafeContractor. We are approved as a Commercial NHS N3 Aggregator and our Cyber Essentials certification gives you the confidence that our organisation's data will be in safe hands.

Professional Service

How does your professional service work?

Our Professional Services team project-manage delivery of each Touch Cloud service as an end-to-end solution.

The team works closely with you through a structured process from requirements capture through Factory/User acceptance testing to sign-off and service transition into production.

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to Security, Quality, Service Management and Environmental Management. For a full list of our accreditations and frameworks please visit [intercitytechnology/accreditations](https://www.intercitytechnology.com/accreditations)

Want to enable smarter working in the cloud?

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Work together



Work anywhere



Work securely

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