Hosting

Service Level Agreement

December 2019

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Introduction

As previously outlined by Cintra, Cintra like many if not all payroll & HR service providers use a specialist third party for Hosting services.
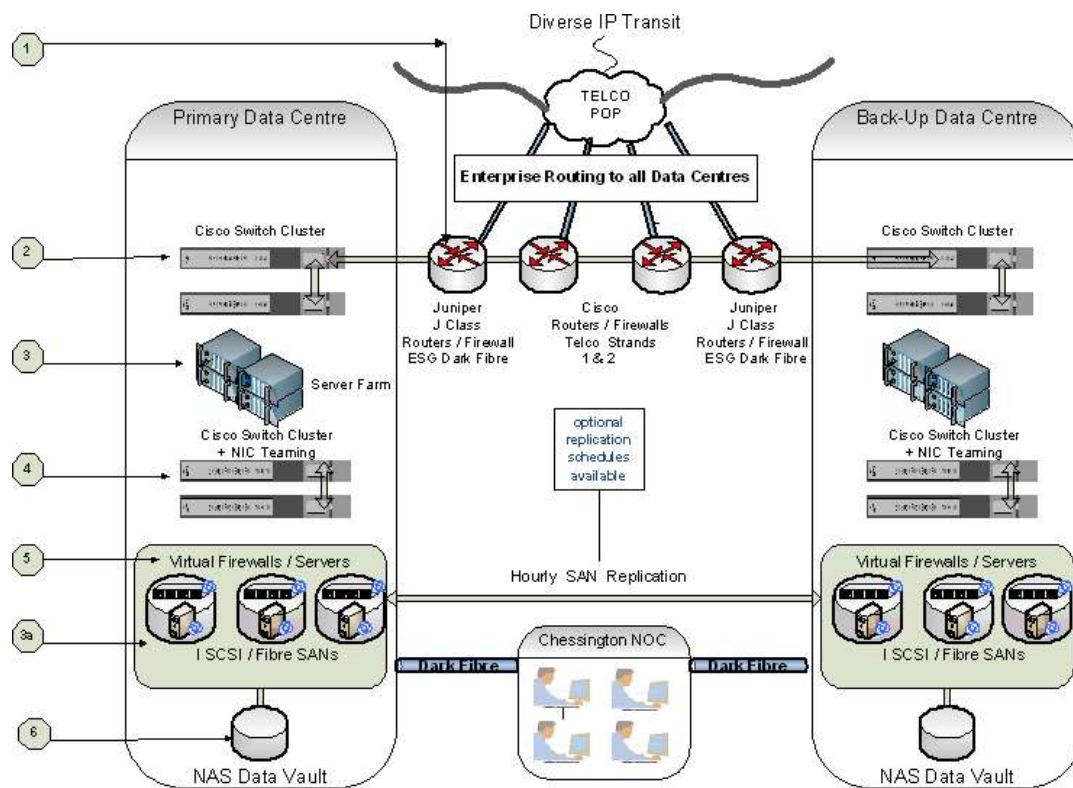
Cintra use Six Degrees Group and has a long established relationship with this company. Cintra provides secure, accurate, reliable and top tier Hosting services. Furthermore, Cintra passes through to the support and guarantees which it receives from Six Degrees Group as outlined in this document.

Specification of hosting set-up

Set-up

- We only use Tier 3+Data Centres with lowest latency in Europe
- Hosting Centres:- *(ISO 9001, 14001, 27001)*
    - London Hosting Centre Docklands
    - London Hosting Centre Docklands
    - Studley South Hosting Centre
    - Birmingham Central Hosting Centre
- All connected through our own independent dark fibre network - All connected via 6 Degrees NGN.
- ISO 27001 & ISO 9001 accredited
- Audited for PCI compliance every six months. Six Degrees are externally audited and pen tested to align to ISO/IEC 27001:2013, ISO 9001, PCI Data Security Standard, SOC 1 Type I/SOC 2 Type II, Cyber Essentials Plus, Public Services Network and Network Services Framework 2.
- Security checked and penetration test performed monthly by external specialists. Six Degrees are externally audited and pen tested to align to ISO/IEC 27001:2013, ISO 9001, PCI Data Security Standard, SOC 1 Type I/SOC 2 Type II, Cyber Essentials Plus, Public Services Network and Network Services Framework 2.
- RIPE accredited ISP
- Offer 1 hour site to site replication as a standard – 5 minute replication.
- Transit from 4 Tier 1 providers
- Direct connections into most carriers
- Security checked and penetration test performed monthly by external specialists

High Availability and Disaster Recovery Topology

Diverse IP Transit

TELCO POP

Enterprise Routing to all Data Centres

Primary Data Centre

Back-Up Data Centre

Cisco Switch Cluster

Cisco Switch Cluster

Juniper J Class Routers / Firewall ESG Dark Fibre

Cisco Routers / Firewalls Telco Strands 1 & 2

Juniper J Class Routers / Firewall ESG Dark Fibre

Server Farm

Cisco Switch Cluster + NIC Teaming

Cisco Switch Cluster + NIC Teaming

optional replication schedules available

Virtual Firewalls / Servers

Virtual Firewalls / Servers

Hourly SAN Replication

I SCSI / Fibre SANs

I SCSI / Fibre SANs

Chessington NOC

Dark Fibre   Dark Fibre

NAS Data Vault

NAS Data Vault

Service Level Response Times

Support Priority Classification

Priority	Issue Classification	Initial Response
P1 - Urgent	<u>Total loss of service or security breach</u> - Complete failure of all services on a server - Operating Environment failure - Hardware or CPE failure - Primary and backup connectivity failure - Supplier Major Service Outage (MSO)	30 minutes (log by telephone & email)
P2 - High	<u>Service impaired or degraded</u> - Failure of the majority of services on a server - Remote access failures	1 hour

	- Multiple user / domain failures (where an issue affects a large proportion of users / domains on a server) - Primary connectivity failure (running on backup) - Connectivity speed, loss or other degraded	
P3 – Medium	Service Change request or non-urgent task - Cosmetic account changes (creation of email accounts, etc.) - Singleton failures (where an issue is limited to a single domain or user) - Customer routing or firewall changes	4 hours
P4 – Low	Non-service affecting work and reports - Monitoring system updates - Customer failover requests - Customer information and documentation requests	Next business day

Support Escalation

Stage	Action	Agent
1	Open Support Ticket	Support Tracking System
2	Second Line Support	Support Engineer
3	Third Line Support	Senior Engineer
4	Escalation Level 1	Head of Product (Datacentre, Connectivity, Cloud)
5	Escalation Level 2	Operations Director