



Client FAQ Guide

Enterprise Cloud Hosting Solutions

Who Are CloudFirst?

CloudFirst are a trusted provider of enterprise cloud hosting solutions, specializing in Managed Cloud Hosting services for IBM Power Systems, including IBM i, AIX, Linux, and Windows environments.

With decades of enterprise experience, CloudFirst delivers scalable, reliable, and secure cloud infrastructure designed for businesses of all sizes. Our mission is to streamline IT operations, reduce costs, and enable seamless cloud migration with minimal disruption.

What Industries Does CloudFirst Serve?

We proudly support a wide range of industries with our industry-specific cloud solutions, including:

Financial Services

Enabling secure transactions, real-time data analysis, and digital banking through scalable cloud solutions.

Logistics

Streamlining supply chain management with cloud-based tools for tracking, forecasting, and operations.

Distribution

Supporting real-time inventory management and analytics for efficient product flow and customer satisfaction.

Manufacturing

Driving innovation and productivity with IoT integrations and cloud-based monitoring systems.

Retail

Powering e-commerce platforms and in-store IT systems with secure and scalable hosting.

Government

Delivering secure, compliant cloud solutions for public sector needs.

Education

Supporting virtual learning environments and academic platforms with flexible cloud resources.

Healthcare

Safeguarding critical patient data and ensuring system reliability with HIPAA-compliant cloud services.

Services Offered

What Managed Cloud Hosting Solutions Are Available?

Our flagship **Infrastructure as a Service (IaaS) platform**, offers enterprise-grade hosting for mission-critical applications, featuring:

- ▲ Customizable consumption-based cloud infrastructure.
- ▲ Robust data security including advanced encryption.
- ▲ Easy migration tools for seamless on-premises-to-cloud transitions.
- ▲ Delivered from resilient tier 3 data centers.

What Managed Backup and Recovery Solutions Are Available?

CloudFirst ensures business continuity and disaster recovery preparedness with:

Backup as a Service (BUaaS)

Providing encrypted backups, multi-site redundancy, and automated backup scheduling.

Disaster Recovery as a Service (DRaaS)

Offering proactive backup strategies, standby infrastructure, and rapid recovery.

Does CloudFirst Provide High Availability Solutions?

Yes.

Our **High Availability as a Service (HAaaS)** solution delivers:

- ▲ Seamless failover to advanced enterprise-grade hardware.
- ▲ Fully managed High Availability as a Service (HAaaS).
- ▲ Maximum uptime and resilience through global state-of-the-art data centers.

What is CloudFirst Protection Suite?

CloudFirst Protection Suite delivers comprehensive cloud data security and compliance services to ensure the safety and integrity of your organization's information through:

- ▲ Advanced encryption protocols for secure data protection.
- ▲ Threat detection and incident response management.
- ▲ Scheduled vulnerability assessments and risk management.

How Does CloudFirst Managed Security Services Enhance Organizational Safety?

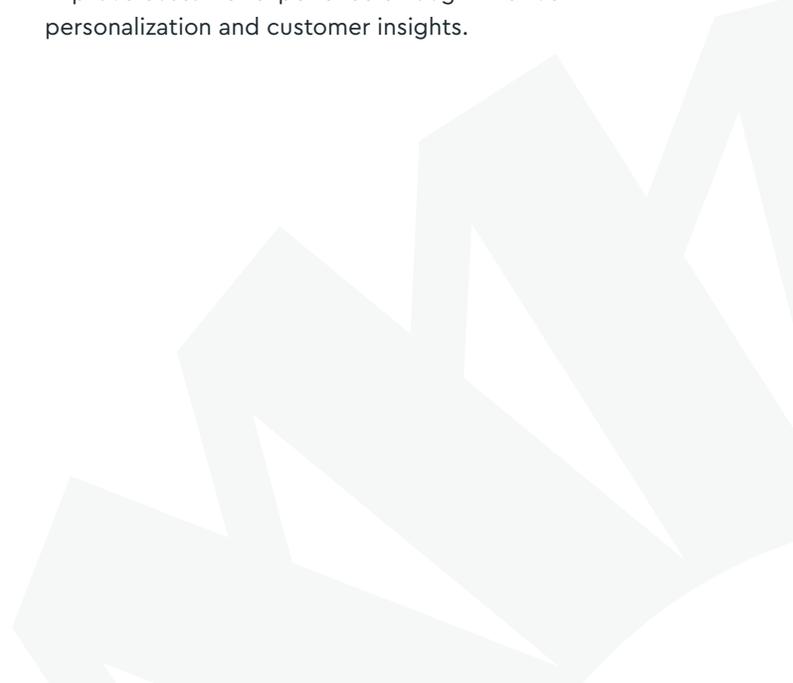
Our multi-layered cloud **Security** solutions include:

- ▲ Managed Security Service IBM i Security and Protection Suite.
- ▲ Real-time threat monitoring, security analytics, and proactive threat mitigation.
- ▲ Security awareness training programs to minimize human error vulnerabilities.

What is Included in CloudFirst AI For Business?

CloudFirst **AI for Business** helps enterprises:

- ▲ Automate workflows and enhance operational efficiency with AI-driven tools.
- ▲ Leverage predictive analytics for smarter, data-driven decision-making.
- ▲ Improve customer experience through AI-driven personalization and customer insights.



Data Center Overview

Where Are CloudFirst's Data Centers Located?

We operate across 10 multi-tenant data centers ensuring global reach and low-latency access:

- ▲ **USA:** Boston, Chicago, Dallas, New York, Raleigh.
- ▲ **Canada:** Toronto 1, Toronto 2.
- ▲ **UK:** Dundee, London, Milton Keynes.

Clients can request detailed datasheets and schedule secure facility tours.

Support and Security

What Kind of Support Does CloudFirst Provide?

Our comprehensive managed services include:

- ▲ 24/7 Dedicated Cloud Support for critical operations.
- ▲ Professional Services tailored to meet diverse business needs.
- ▲ Educational Resources: Step-by-step guides, tutorials, webinars, and information on our industry best practices for project management and service delivery.

How Does CloudFirst Ensure Data Security?

Security is foundational to all CloudFirst services:

- ▲ Encryption protocols with client-owned encryption keys.
- ▲ Redundant, geographically distributed secure data centers.
- ▲ Adherence to UK GDPR, ISO 27001 compliance standards, and independent audits.

Getting Started

How Can Businesses Get Started?

- ▲ Visit the CloudFirst official website cloudfirst.host.
- ▲ Request a customized cloud hosting solution review and proposal.
- ▲ Receive personalized onboarding support from our cloud migration experts.

Does CloudFirst Offer a Partner Program?

Yes. Our Cloud Partner Program provides exclusive training, marketing resources, and dedicated business development support.

Project Management & Onboarding

What is CloudFirst's Project Management Framework?

We utilize the **EDGE Framework** (Efficiency, Delivery, Growth, Excellence), combining ITIL 4 and Lean IT principles to drive project excellence.

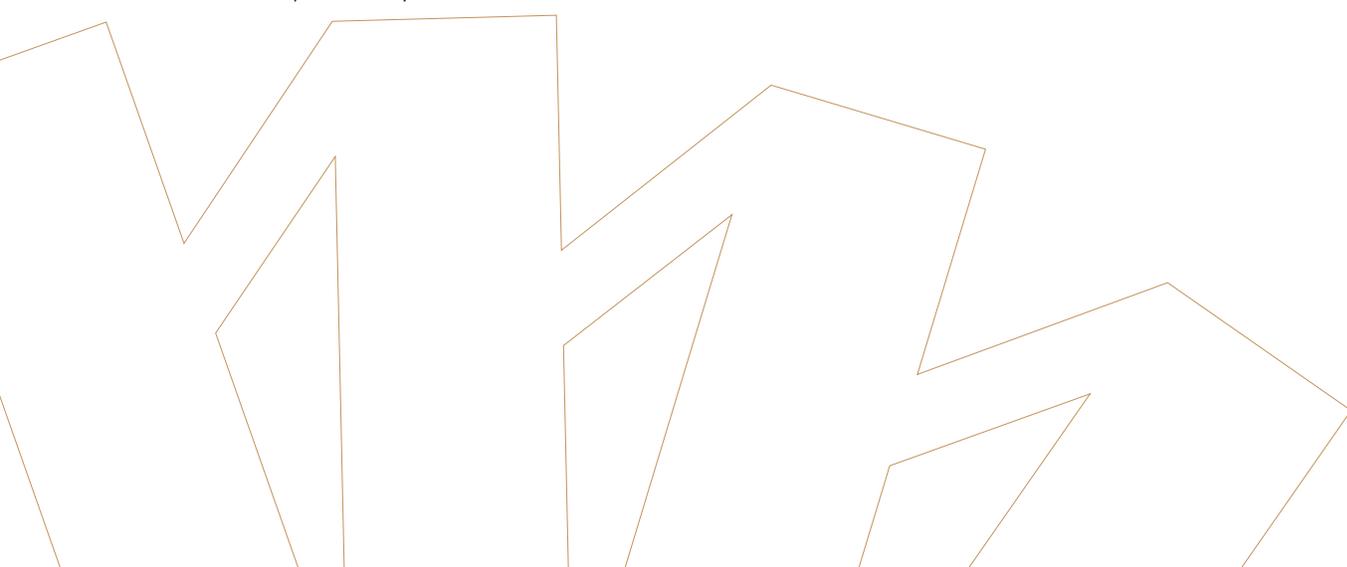
How is Onboarding Handled?

Clients receive a "Getting Ready Guide" that includes:

- ▲ Business and IT infrastructure preparation checklists.
- ▲ Access to training resources.
- ▲ Deployment and cloud management best practices.

How Are Project Timelines Managed?

A dedicated CloudFirst Project Manager oversees all transitions, ensuring milestones are met and risks are proactively mitigated.



Service Delivery & Reviews

What is the Service Delivery Structure?

Our service operations are powered by the **EDGE Framework**, delivering monthly structured service reviews and continuous improvement initiatives.

How Often Are Account Reviews Conducted?

- ▲ Monthly Service Reviews (MSRs).
- ▲ Quarterly Business Reviews (QBRs) with focus on service performance, optimizations, and growth planning.

Are There Service Levels and Service Credits?

Yes. CloudFirst provides a 100% Monthly Availability Service Level, offering service credits for any service interruptions.

Usage, Forecasting, and Budgeting

Are Usage Forecasts or Budgeting Tools Offered?

Yes. Our transparent billing solutions include:

- ▲ Real-time usage tracking.
- ▲ Detailed billing breakdowns.
- ▲ Forecasting tools for proactive cloud budget management.

What Happens if I Exceed Resource Allocations?

- ▲ **Bandwidth:** Burstable; persistent overages billed monthly.
- ▲ **Storage:** Additional cloud storage provisioned automatically when usage exceeds 80%.
- ▲ **Backup Capacity:** Monthly monitored and billed overages supported by dedicated Account Managers.

Platform Updates, Maintenance, and Support

How is Maintenance Communicated?

All planned maintenance activities are scheduled in advance and communicated proactively to clients.

What is the Incident Response Process?

CloudFirst's 24/7 Incident Response Team manages all incidents with clear escalation paths and thorough post-incident analysis.

Platform Access & Connectivity

How Do I Connect to My Platform?

CloudFirst provides secure Direct Connect services to major cloud providers, offering:

- ▲ 10Gb Ethernet connections.
- ▲ Copper/Fiber cross-connections.
- ▲ Edge Security solutions (Firewall, IDS/IPS, Load Balancer).
- ▲ VLAN, DMZ, and Public IP address support.
- ▲ NTP Server Access for time synchronization.

What Networking Features Are Supported?

- ▲ IPSec VPN tunnels for encrypted secure connections.
- ▲ Fortinet dedicated firewalls or Bring Your Own Firewall (BYO) options.



System Updates, IaaS, and Compliance

How Are System Updates and Patches Handled?

We deliver monthly system patching, security updates, and IBM i PTFs through coordinated scheduling to minimize client disruption.

How Do I Set Up My IaaS Service?

We have a proven methodology to help you get set up with your IaaS service. Our approach ensures a seamless transition to the cloud, tailored to your specific needs. CloudFirst specializes in customizing and securing hosting environments, providing flexible and secure cloud migration paths. From initial assessment to deployment, we guide you through every step of the process, ensuring optimal performance and scalability.

Which Operating Systems Are Supported?

CloudFirst supports IBM i, Windows, AIX, and Linux enterprise platforms.

What Compliance Standards Are Met?

We exceed standards including UK GDPR, ISO 27001, and leverage strict access controls, encryption, and Multi-Factor Authentication (MFA).

Monitoring, Performance, and Reporting

How Can Clients Monitor Service Performance?

The CloudFirst Client Portal enables:

- ▲ Real-time monitoring of cloud services.
- ▲ Ticket management and escalation.
- ▲ Billing and resource usage reporting.
- ▲ Access to a comprehensive knowledge base.
- ▲ Automated service alerts and incident notifications.

Backup, Recovery, and Disaster Recovery

How is Backup and Recovery Handled?

We deliver robust backup services through our own **BUaaS**, including:

- ▲ Daily incremental backups and weekly full backups.
- ▲ Secure, redundant offsite cloud storage.
- ▲ Annual backup restoration testing to ensure data integrity.

More Information

For more information about CloudFirst's scalable cloud hosting services, tailored quotes, or to arrange a data center facility tour, please visit the CloudFirst website or contact your CloudFirst representative.

Contact Us

Email: contact@cloudfirst.host

Visit: cloudfirst.host