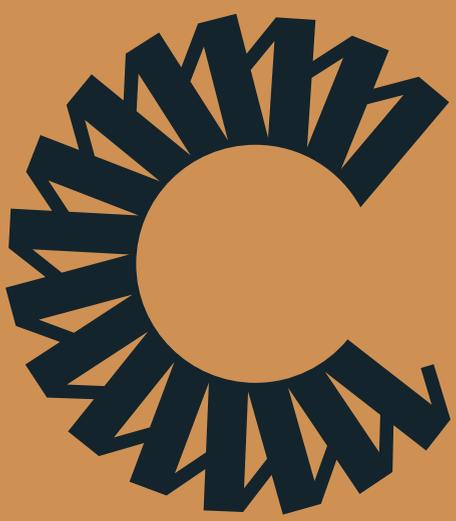




Service Delivery & Operations Guide

cloudfirst.host



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Document Purpose

The purpose of this document is to provide a comprehensive framework for the effective delivery and ongoing operations of services from CloudFirst.

It outlines standardized processes, roles and responsibilities, performance metrics, and governance structures to ensure consistent, high-quality service delivery.

This document serves as a reference guide for CloudFirst clients, operational teams, service managers, and stakeholders to align on best practices, improve efficiency, and maintain service excellence throughout the service lifecycle.

Service Delivery Overview

At CloudFirst, we integrate Lean IT and ITIL best practices to deliver high-performance IT services. Our approach maximizes value by eliminating inefficiencies while ensuring structured governance, risk management, and quality assurance. This approach allows us to align our services with business objectives, enhancing customer satisfaction and fostering long-term partnerships.

The EDGE Framework

Our EDGE Framework (Efficiency, Delivery, Growth, Excellence) blends ITIL 4 and Lean IT principles, creating a scalable, customer-centric approach to IT service management. EDGE bridges the gap between rigid service models and agile workflows, ensuring stability with flexibility:

Efficiency

Eliminate complexity and optimize every step.

Delivery

Dependable, predictable, and customer-focused IT services.

Growth

Scalable strategies that evolve with your business.

Excellence

Continuous improvement for peak performance.

Lean IT & ITIL 4 Overview

- ▲ Lean IT applies waste reduction principles to IT service management, improving efficiency and responsiveness through Kaizen, Value Stream Mapping, and Agile workflows.
- ▲ ITIL 4 ensures structured governance and service alignment, incorporating the Service Value System and Service Value Chain for continuous IT service improvement.



Service Delivery & Operations

CloudFirst provides a robust and comprehensive range of support services designed to enhance the performance, security, and reliability of your IT infrastructure. Our dedicated support team is available to assist with a wide variety of needs, ensuring seamless operation and quick resolution of any issues that may arise.

Key areas of support include:

Proactive System Monitoring

CloudFirst continuously monitors your systems to detect potential issues before they escalate into critical problems. Our advanced monitoring tools track system health, performance metrics, and security threats to provide real-time alerts and ensure optimal uptime.

Technical Assistance

Whether you encounter software glitches, hardware failures, network disruptions, or cloud-related challenges, CloudFirst's expert technicians are on hand to troubleshoot and resolve issues efficiently. Our team provides guidance on configuration, system updates, and performance optimization to keep your infrastructure running smoothly.

Educational Support and Training

CloudFirst recognizes the importance of empowering users with knowledge. Our support services include training sessions, user guides, and best practices to help businesses maximize their cloud solutions, enhance security, and improve productivity.

By leveraging CloudFirst's support services, businesses can ensure the stability, efficiency, and security of their systems while minimizing downtime and operational disruptions. Our proactive and customer-focused approach guarantees that clients receive timely assistance, expert guidance, and tailored solutions for their unique IT needs.

Our EDGE-driven service model enhances operational efficiency and customer satisfaction:

- ▲ **Client Onboarding & Offboarding:**
Streamlined processes for seamless transitions.
- ▲ **Proactive System Monitoring:**
Real-time tracking of infrastructure health.
- ▲ **Incident & Problem Management:**
Structured issue resolution with minimal disruptions.
- ▲ **Service Management & Optimization:**
Continuous service improvement and cost optimization.
- ▲ **Automated Workflows & AI-Driven Decision Making:**
Enhancing operational speed and accuracy.
- ▲ **High-Availability & Disaster Recovery Solutions:**
Ensuring business continuity.

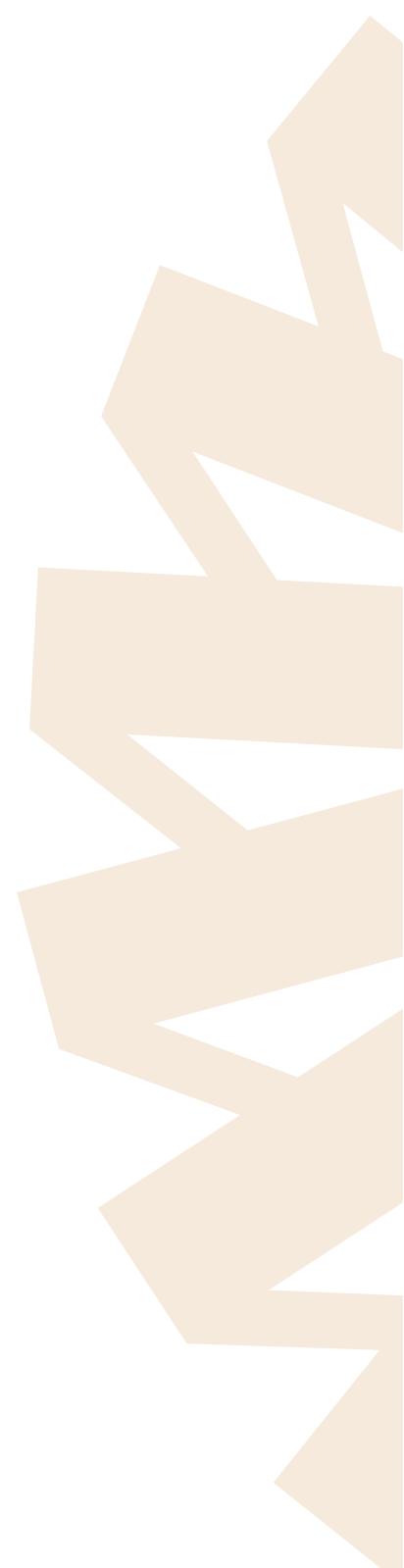
Technical Support & Helpdesk Services

CloudFirst provides 24/7 technical support across three structured support teams:



| 1st line (service desk) | 2nd line (technical support) | 3rd line (specialist support) |
|--|--|--|
| First point of contact for issue resolution. | Advanced troubleshooting and problem resolution. | Expert-level diagnosis and vendor collaboration. |

Each level follows a structured escalation process, ensuring rapid response and resolution, minimizing downtime, and maintaining business continuity.



Contacting Service Teams

Please use the following steps to initiate a support request:

Severity 1 Support Request

Emergency support requests should be initiated through the main support number:

Europe: +44 20 4591 5708

USA Toll Free: +1 877-525-4477

To expedite service requests, do not call or email Service Team members directly.

Severity 2 & 3 Support Requests

Standard cases are opened through our Client Portal.

Client Portal: clientportal.cloudfirst.host

(Enter your email address to receive a link to continue the case creation process).

For inquiries and non-service requests please email:

Europe: supporteurope@cloudfirst.host

Global: support@cloudfirst.host

Support Matrix

| Severity | Situation/Example | Targeted First Response | Targeted Resolution |
|---|--------------------|-------------------------|---------------------|
|  Level 1 | Service Down | Within 1-15 minutes | Within 2 hours |
|  Level 2 | Service Request | Within 1-2 hours | Within 8 hours |
|  Level 3 | Support Assistance | Next business day | Next business day |

Severity Descriptions



Severity Level 1 (Critical)

Critical Issues:
Loss of Service, System Down or Inaccessible



Severity Level 2 (Major)

Service Available:
Issue may impact performance or redundancy



Severity Level 3 (Minor)

Low Priority:
Service Assistance, Changes or Information Request

Checking Your Service Case Status

Check the status of a case by logging into our Support Portal clientportal.cloudfirst.host

Enter your email address to receive a link to log and search by case number.

The CloudFirst Service Team or the client may update cases with comments or attachments. You will receive an email notification when a new comment or attachment has been added to a case.

Upon resolution, you will receive an email providing a final overview, requesting acknowledgment that the case was completed to your satisfaction.

Technical Support Escalation Process

CloudFirst is committed to providing excellent and timely support to our clients. An escalation may be initiated after working through the support process and timelines have not been met.

To escalate a Case, call our main support number:

Europe: +44 20 4591 5708

USA Toll Free: +1 877-525-4477

When calling have any relevant case numbers and information available.

If at any point you are not satisfied, you may initiate further escalation by contacting the escalation distribution group: supportescalation@cloudfirst.host

Service Level Agreement

Effective service level management involves continuously monitoring and managing the service elements to ensure that they meet the agreed-upon standards and support business objectives.

CloudFirst offers a range of service levels to ensure high availability, performance, and security for their clients. Here are some key aspects of their service levels:

100% Uptime

CloudFirst guarantees 100% uptime and availability through our Tier 3 data centers.

Scalability

Our infrastructure is designed to scale on-demand, allowing clients to adjust resources as needed.

Redundancy

CloudFirst's data centers provide fully redundant power, cooling, and telecom providers to ensure continuous operation.

Security

Offer 24/7 physical security, advanced security technologies, and compliance with stringent regulatory requirements.

Support

CloudFirst provides 24/7 on-site technical personnel for infrastructure hardware monitoring and management.

Managed Services

Our managed services include continuous monitoring, high availability, backup and recovery, and disaster recovery.



Support Response Time

CloudFirst provides some of the fastest response and resolution times across all support levels. With highly trained staff working in three shifts to provide 24/7 support, actual response and resolution times often exceed the defined standards.

Availability

In the event of an outage, clients are entitled to receive a service credit, provided they are using current, mainstream-supported operating systems as per the terms outlined.

Service Levels and Service Credits

Service levels and credits are detailed in each individual Master Service Agreement (MSA) for clients and specific service offerings.

Availability Service Level = 100% per Month

If a service is subject to an outage, client will be entitled to a service credit as follows:

| Availability per month | Availability service credit based on a percentage of the MRC for the affected individual service |
|------------------------|--|
| 99.999 to 99.980 | 5% |
| 99.980 to 99.890 | 10% |
| 99.890 to 99.490 | 15% |
| 99.490 to 98.990 | 20% |
| 98.990 to 97.00 | 25% |
| Less than 97% | 30% |

Account Management & Client Portal

Account Management

CloudFirst provides dedicated account management services to enhance client experience and ensure seamless collaboration.

In the IT industry, effective account management is crucial for maintaining robust relationships and driving business success. At CloudFirst, our account managers serve as the primary point of contact for our partners, resellers, and direct clients, ensuring seamless communication and a deep understanding of their needs.

They oversee onboarding, foster strong relationships, conduct regular performance tracking, and develop tailored strategies to meet client goals. By identifying opportunities for cross-selling and upselling, mitigating risks, and swiftly resolving any issues, our account managers enhance satisfaction and retention among all stakeholders.

Additionally, they manage budgets, conduct quarterly business reviews, and meticulously document all interactions, ensuring that our services align with evolving needs. Ultimately, CloudFirst's account managers play a pivotal role in delivering exceptional service and value, driving success, and bolstering our overall business.

Our account managers serve as your primary point of contact and are responsible for:

- ▲ **Proactive IT Strategy Alignment:** Regular consultations to ensure our solutions align with your business goals.
- ▲ **Performance & SLA Tracking:** Monitoring service levels and key performance indicators (KPIs) to maintain high-quality service.
- ▲ **Quarterly Business Reviews (QBRs):** Regular reporting on service performance, security audits, and optimization opportunities.
- ▲ **Escalation Management:** Ensuring swift resolution of technical or service-related concerns.
- ▲ **Billing & Usage Reports:** Transparent cost tracking and service utilization insights.
- ▲ **Vendor Coordination & Integration Support:** Assisting with third-party service integrations for a seamless IT ecosystem.

Client Portal

Our Client Portal clientportal.cloudfirst.host is a centralized hub that provides full visibility into your IT services.

Features include:

- ▲ **Real-Time Service Monitoring:** View system performance, incidents, and service status immediately.
- ▲ **Ticket Management:** Submit and track support requests, ensuring swift issue resolution.
- ▲ **User Access Controls:** Manage permissions for internal teams to securely interact with the portal.
- ▲ **Billing & Invoicing Dashboard:** Access invoices, usage reports, and budgeting tools.
- ▲ **Knowledge Base & Documentation:** Guides, FAQs, and troubleshooting resources for self-service support.
- ▲ **Automated Alerts & Notifications:** Stay informed about system updates, service changes, and security alerts.

Appendix

Customer Authorization List

Purpose

The purpose of the document is to provide CloudFirst with a list of employees and their approved authorization levels as related to your CloudFirst services. In many cases, not all fields will apply to your type of service. Please ignore non-applicable fields.

Procedure

This list must be submitted to CloudFirst from an authorized employee via email to Technical Support or the Account Manager.

▲ Europe: supporteurope@cloudfirst.host

▲ Global: support@cloudfirst.host

Changes to the list may be made by an authorized employee via phone to the Account Manager.

Company Name:

Address:

Street:

City:

State:

Zip:

Authorized Contacts

Please carefully review each authorization list choice to be certain it applies to your particular service.

| Full Name | Email Address | Phone | Service Requests | Add & Changes | Recall Backup Data |
|-----------|---------------|-------|--------------------------|--------------------------|--------------------------|
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| | | | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Exhibit B – Move, Add, Change Request Form (MACR)

Purpose

The purpose of the document is for the client to provide information regarding a move/add or change request to their current solution configuration. Items considered as a move/add or change would include: the addition of a new server or expanding resources, adding or changing system values, adding or changing backup sets, and adding or changing network configuration. The request should be initiated via the Client Support Portal and opening a case or contacting your Account Manager.

Procedure

This form must be completed by the client and reviewed by CloudFirst to identify if the request is covered under their current service agreement. Once submitted this will be reviewed by CloudFirst and the client will be notified if there is an additional fee and when the request can be scheduled with technical services.

Company Name:

Address:

Street:

City:

State:

Zip:

Requester:

Name:

Title:

Email:

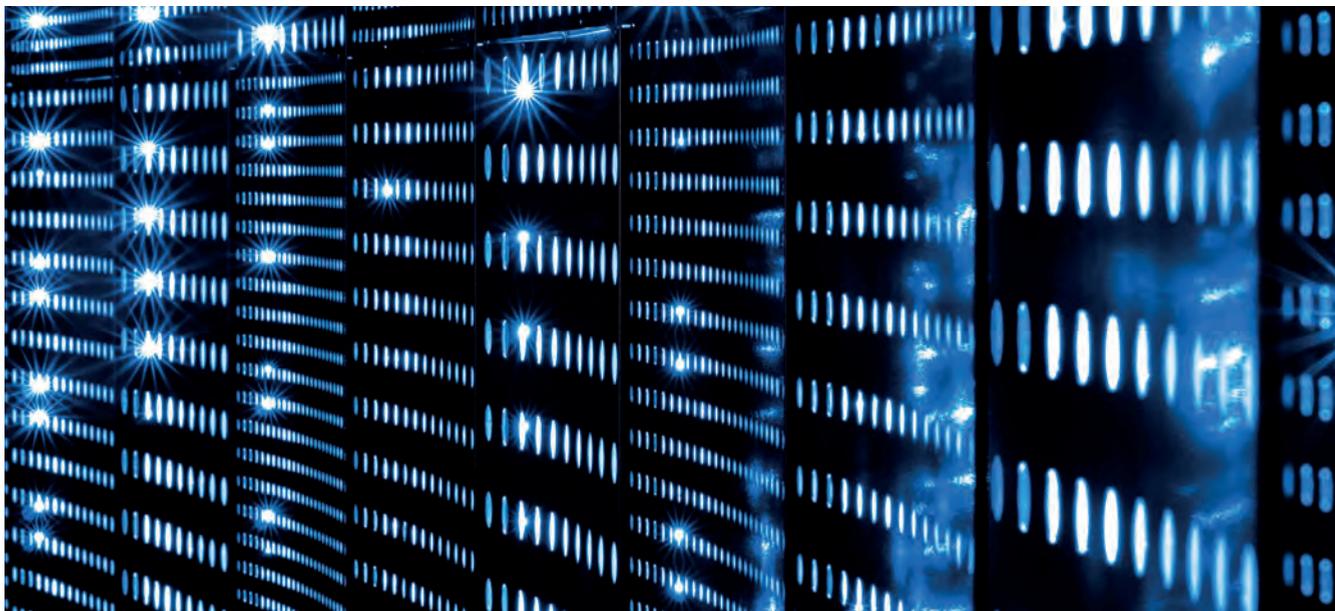
Phone:

Request Details:

CloudFirst Approval:

Billing Required:

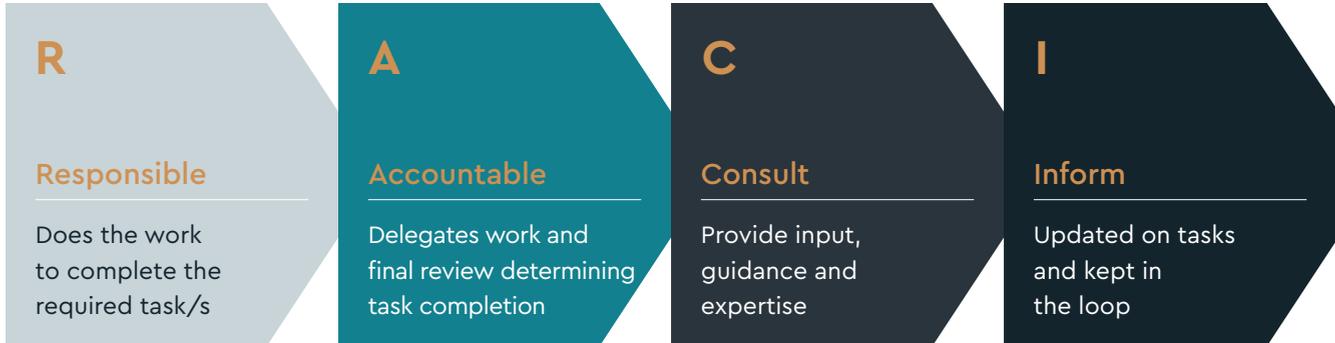
Scheduled Data to Required:



Operations RACI

RACI stands for Responsible, Accountable, Consulted, and Informed. It is a responsibility assignment matrix used to clarify the roles and responsibilities of individuals within a project or process.

The RACI model helps ensure that everyone involved understands their role and the roles of others, thereby improving communication and efficiency.



| | Roles/Tasks | CloudFirst | Client |
|---|--|------------|--------|
| ONB Managed Cloud Hosting - Onboarding | System provisioning and OS Install | R/A | C/I |
| | Restore system and data from client provided save | R/A | C/I |
| | Client site VPN/Network configuration | C/I | R/A |
| | DSC site VPN/Network configuration | R/A | C/I |
| | Client provided equipment, data circuit, XCON installation | A/C/I | R |
| | Final system cutover for production use | C/I | R/A |
| | All other application and user related issues | C/I | R/A |

| | Roles/Tasks | CloudFirst | Client |
|---|--|------------|--------|
| SIP IBM i Security - Security Introductory Package | One Annual Security Risk Assessment Report | R/A | C/I |
| | 10 Standard Reports distributed weekly through email | R/A | C/I |
| | Three real-time alerts for critical events defined by standard best practice | R/A | C/I |
| | All other application and user related issues | C/I | R/A |



| ONB High Availability as a Service - Onboarding | Roles/Tasks | CloudFirst | Client |
|---|--|------------|--------|
| | High Availability as a Service Target System provisioning and OS Install | R/A | C/I |
| | Restore system and data from client provided save | R/A | C/I |
| | Client site VPN/Network configuration | C/I | R/A |
| | DSC site VPN/Network configuration | R/A | C/I |
| | Client provided equipment, data circuit, XCON installation | C/I | R/A |
| | Acceptance - Target is running and ready for HA Replication | C/I | R/A |
| | All other application and user related issues | C/I | R/A |

| ONB Disaster Recovery as a Service - Onboarding | Roles/Tasks | CloudFirst | Client |
|---|---|------------|--------|
| | Backup as a Service System analysis | R/A | C/I |
| | Backup as a Service job configuration | R/A | C/I |
| | Run and monitor first backup to seed the vault | R/A | C/I |
| | Client site VPN/Network configuration | C/I | R/A |
| | CloudFirst site VPN/Network configuration | R/A | C/I |
| | Acceptance - Backups are running and Recovery system is ready | C/I | R/A |
| All other application and user related issues | C/I | R/A | |

| REP MGMT - Replication Management | Roles/Tasks | CloudFirst | Client |
|--|---|------------|--------|
| | Up to 3 daily system and replication checks | R/A | C/I |
| | Resolution of replication errors and out of sync conditions | R/A | C/I |
| | Scheduled automated systems audits | R/A | C/I |
| | Review audit reports and resolve issues | R/A | C/I |
| | Replication configuration adjustments | R/A | C/I |
| | HA software service packs and version upgrades recommendations and installation | R/A | C/I |
| | Open, track, and escalate vendor support tickets to resolve issues | R/A | C/I |
| All other application and user related issues | C/I | R/A | |

| BU MGMT - Backup Management | Roles/Tasks | CloudFirst | Client |
|-----------------------------------|--|------------|--------|
| | Monitor backups for successful completion | R/A | C/I |
| | Daily health checks | R/A | C/I |
| | Investigate and resolve backup issues | R/A | C/I |
| | Daily backup reports | R/A | C/I |
| | All other application and user related issues | C/I | R/A |

| PPU - Patch, PTF, and Upgrade | Roles/Tasks | CloudFirst | Client |
|-------------------------------------|--|------------|--------|
| | OS PTF Patch Management, biannual updates in between major OS releases | R/A | C/I |
| | OS Release Upgrades | R/A | C/I |
| | All other application and user related issues | C/I | R/A |

| ASM - Admin Support and Management | Roles/Tasks | CloudFirst | Client |
|--|--|------------|--------|
| | 24/7 Monitoring for system health concerns, degradation, and critical messages | R/A | C/I |
| | 24/7 support to assist client system administrators with system related issues | R/A | C/I |
| | Assistance with IBM support requests | R/A | C/I |
| | Quarterly system health checks to maintain system operating standards | R/A | C/I |
| | All other application and user related issues | C/I | R/A |

| CSM - Complete System Management | Roles/Tasks | CloudFirst | Client |
|--|---|------------|--------|
| | Includes ASM (Admin Support Management) | R/A | C/I |
| | Primary support for OS-related issues | R/A | C/I |
| | Opening IBM support requests and follow through on PMR resolution | R/A | C/I |
| | End user helpdesk or 3rd Party Application Support | C/I | R/A |
| | All other application and user related issues | C/I | R/A |

| NET - Network Change Service | Roles/Tasks | CloudFirst | Client |
|------------------------------------|---|------------|--------|
| | Network Support, SSLVPN User Management, IPSEC Configuration Changes, DR Test | R/A | C/I |
| | All other application and user related issues | C/I | R/A |

ServiceDesk (SD)

At CloudFirst we have invested in a best of breed Salesforce offering for our comprehensive helpdesk systems. It is our preferred model that all clients create a direct SD to SD API connection to streamline client services.

Integrating directly with our ticketing system through an API can significantly enhance service operations. Here are some key aspects of API connections to our Salesforce ticketing systems:

Salesforce REST API:

- ▲ This API allows you to interact with Salesforce programmatically using HTTP requests. It enables real-time data synchronization, automated workflows, and integration with third-party applications.

TMF621 API:

- ▲ This API provides a standardized client interface to Trouble Ticket Management Systems for creating, tracking, and managing trouble tickets. It supports operations such as creating new tickets, retrieving ticket details, and listing tickets based on various criteria.

Benefits of Integration:

- ▲ **Faster Resolution Time:** Automating ticket workflows and integrating support systems can reduce response times and improve overall efficiency.
- ▲ **Eliminates Manual Data Entry:** Integration automatically syncs information across platforms, minimizing errors, and ensuring accurate records.
- ▲ **Enhanced Customer Experience:** Seamless integration allows for better issue tracking and resolution, reducing friction and improving customer satisfaction

Our implementation is designed to streamline support requests and deliver efficient customer service. We also enable our client's direct access to our service desk either via Salesforce or through our own Client Portal (clientportal.cloudfirst.host)

Key Features:

- ▲ **Ticketing System:** Manage and resolve customer support inquiries efficiently.
- ▲ **Automation Tools:** Automate ticket creation, assignment, and resolution processes.
- ▲ **Omnichannel Communication:** Access support through phone, email, and the CloudFirst Client Portal.
- ▲ **Reporting and Analytics:** Monitor performance and improve service quality and response times.

Key Benefits of CloudFirst's ServiceDesk Offering:

- ▲ **Efficiency:** Automation and AI tools ensure faster case resolution.
- ▲ **Omnichannel Support:** Customers can reach out via phone, email and more.
- ▲ **Productivity:** AI tools prioritize tasks and automate repetitive work.
- ▲ **Customer Insights:** Provides a 360-degree view of each customer for personalized service.
- ▲ **Scalability:** Can grow with your business needs.
- ▲ **Analytics:** Comprehensive reporting tools for data-driven decisions.

Support Portal

CloudFirst provides every client with access to a portal where they can submit requests, report issues, track projects and more.

Access to different sections of the portal can be customized.

1. Ticketing System:

Allows clients to submit support requests, report issues and track progress as they are being worked on by the CloudFirst team. Our ticketing system can be tailored by users to determine authorization levels as related to CloudFirst services and what changes the individual can request and approve.

2. User Management:

Authorized users can utilize the portal to update contact information for the user and company.

3. Project Management:

Clients can see all open projects and are able to track what still needs to be completed, what is in progress and what has been completed.

4. Quotes:

All open quotes between the client and CloudFirst can be viewed in the client portal.

5. Contracts:

All closed contracts will be available in this section of the portal for client review.

6. File Sharing:

Files can securely be shared on open tickets.

7. Monitoring Dashboards:

Gives clients access to monitoring dashboards to see CPU usage, alerts and more.



Systems Management

CloudFirst employs continuous system monitoring at all data centers and client systems to maintain robust system performance.

- ▲ **Our Approach:** We have adopted a strategy of utilizing top-tier monitoring and dashboard visualization applications to ensure the highest level of oversight and performance tracking. By leveraging state-of-the-art tools, we can effectively monitor and visualize a vast array of metrics.
- ▲ **Comprehensive Monitoring:** Our system actively tracks over 27,000 distinct parameters, covering various aspects of our operations, including performance, security, and user experience. This extensive monitoring allows us to identify and address issues proactively, always ensuring smooth and efficient operation.
- ▲ **Proactive Management:** By continuously analyzing the data from our monitoring systems, we can anticipate potential issues and implement preventive measures. This proactive approach minimizes downtime and enhances the overall reliability and performance of our services.

Key areas monitored include:

Security:

- ▲ Monitoring for vulnerabilities, suspicious activity, and potential cyber threats.
- ▲ Ensures compliance with industry standards and best practices.

Servers:

- ▲ Continuous checks on server health, load balancing, and resource utilization.
- ▲ Ensures maximum uptime and performance for hosted applications.

Applications:

- ▲ Monitors application performance, latency, and response times.
- ▲ Ensures that client-facing and internal tools function efficiently.

Data Centers:

- ▲ Tracks environmental conditions (e.g., temperature, humidity) and infrastructure performance.
- ▲ Guarantees stability and scalability for client operations.

Third Parties:

- ▲ Monitors integrations and interactions with third-party systems or vendors.
- ▲ Ensures smooth operations and quick resolution of any dependency-related issues.

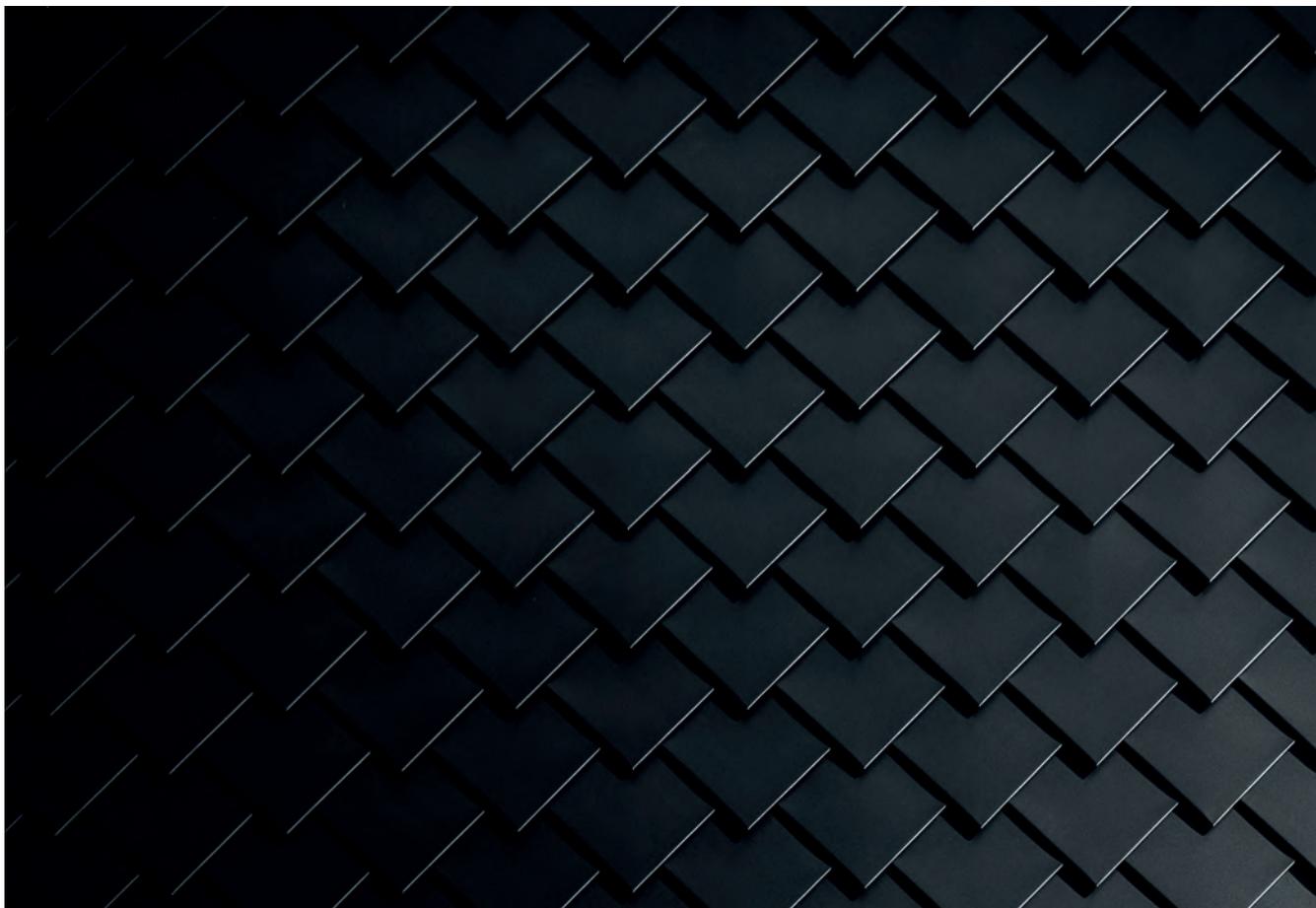
Networks:

- ▲ Focuses on traffic analysis, connectivity health, and potential bottlenecks.
- ▲ Secures network integrity and ensures fast, stable connections.

System Administration:

- ▲ Covers system updates, configuration changes, and overall health checks.
- ▲ Reduces the risk of misconfigurations and unplanned downtime.

This proactive approach minimizes downtime and ensures the reliability of our services.



Service Management

The EDGE Framework – Efficiency, Delivery, Growth, Excellence

The EDGE Framework is a strategic approach that combines ITIL 4 and Lean IT principles to optimize IT service management, project execution, and customer experience for managed cloud service providers.

EDGE stands for Efficiency, Delivery, Growth, and Excellence, representing the four key pillars that drive innovation, reliability, and scalability. By integrating Lean IT's waste reduction strategies with ITIL's structured governance, the EDGE Framework enhances operational performance while maintaining a customer-centric focus.

EDGE is built upon the foundations of ITIL 4 and Lean IT, which provide a structured and efficient approach to IT service management.

ITIL 4 (Information Technology Infrastructure Library) is a globally recognized IT Service Management (ITSM) framework that ensures structured governance, best practices, and customer-centric service delivery. It introduces the Service Value System (SVS) and the Service Value Chain, which together help organizations create, deliver, and continually improve IT services. ITIL 4 focuses on agility, collaboration, and automation, aligning IT services with business needs.

Lean IT applies Lean manufacturing principles to IT service management, emphasizing efficiency, waste reduction, and continuous improvement. It focuses on streamlining workflows, optimizing resource utilization, and ensuring that all IT processes add direct value to the customer. Lean IT principles include Kaizen (continuous improvement), Value Stream Mapping, and Agile workflows to improve IT service responsiveness and effectiveness.

Service Management & Delivery

| | |
|--|--|
| 1. Service Setup & Onboarding | We start by preparing your Cloud Hosting environment, and dedicated network segment/s are setup and optimized for security and compliance. We handle network configuration, firewall security, and monitoring and provide several flexible migration options to ensure a smooth transition. You will have the opportunity to perform system testing and security checks before going live. |
| 2. Service Operation & Performance Management | Once live, we ensure maximum uptime, monitor performance, and optimize resources to keep your systems running smoothly. Using advanced automation, we track server health, network traffic, and application response times, resolving potential issues before they impact your business. Our team handles updates, fine-tunes performance, and efficiently manages resource allocation. With proactive capacity planning, we help you scale cost-effectively. Regular reviews and optimizations ensure your hosting environment remains secure, resilient, and aligned with your business goals. |
| 3. Security & Compliance Management | Security is our top priority, ensuring your hosted systems stay protected and compliant. We enforce strict access controls, firewall protection, data encryption, and multi factor authentication to prevent unauthorized access. Regular security and checks, patches, and audits ensure compliance with ISO 27001, SOC 2, HIPAA, PCI-DSS, and GDPR standards. Our expert incident response team is always ready to detect, investigate, and resolve security threats quickly. With industry best practices in place, we provide a secure, compliant, and reliable hosting environment for your business. |
| 4. Incident Management & Customer Support | Our 24/7 support team ensures quick resolutions to technical issues with automated monitoring and proactive troubleshooting. A clear escalation process means complex issues go straight to expert teams. We keep you informed with regular updates and resolution timelines, ensuring complete transparency. Post-incident analysis helps prevent future issues, continuously improving your experience. With fast response times and dedicated support, we build trust and long-term client satisfaction. |
| 5. Change & Release Management | We ensure stability while introducing enhancements through a structured change and release management process. Every update, patch, or system change is carefully assessed for risk and impact before deployment. Planned maintenance and outages are communicated in advance to minimize disruptions. Post-deployment checks ensure smooth performance, with rollback strategies in place for added security. Our proactive approach keeps your systems reliable, secure, and continuously improving. |
| 6. Service Improvement & Optimization | We continuously analyze performance, gather client feedback, and implement automation to enhance efficiency. Our cost-saving strategies, including auto-scaling, right-sizing, and workload balancing, help reduce unnecessary expenses. AI-driven analytics predict future demand, ensuring proactive infrastructure scaling. Regular service reviews and strategy sessions keep your hosting environment competitive, agile, and aligned with business growth. |
| 7. Billing & Financial Management | We provide accurate, transparent billing with predictable invoicing for your hosting services. Our system tracks resource usage, bandwidth, and service upgrades, ensuring fair, pay-as-you-go pricing. Automated billing streamlines payments and renewals, preventing service disruptions. Clients receive detailed cost breakdowns, helping them optimize spending and to plan. With clear financial policies, we foster trust, accountability, and cost transparency in every partnership. |

Data Center Overview

CloudFirst provides its world-class cloud hosting with our cutting-edge platform, seamlessly powered by an interconnected network of global Tier 3 data centers.

Our customers are moving their critical workloads to the cloud to take advantage of the availability and protection of critical IT assets in a cloud environment.

We have carefully selected our global data center partners based on the following criteria:

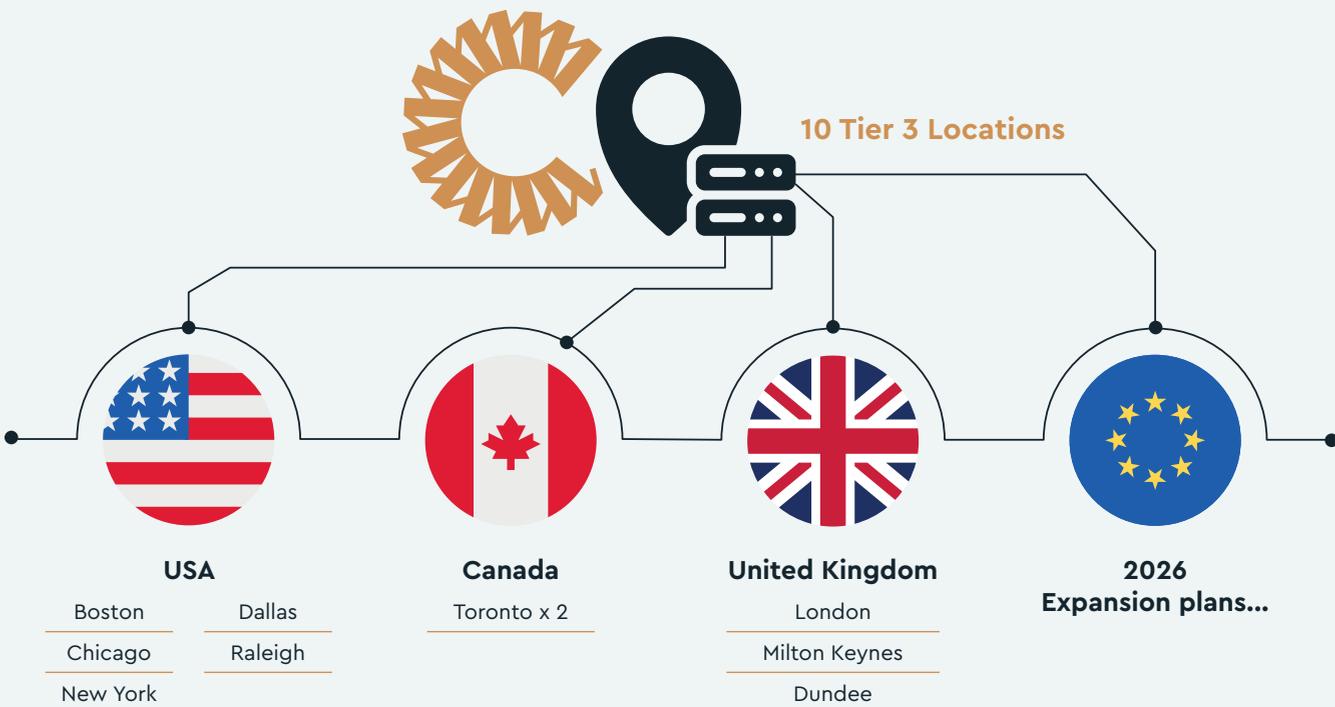
- ▲ Location
- ▲ Tier Level
- ▲ Data Center Technology
- ▲ Security
- ▲ Connectivity
- ▲ Compliance Certifications
- ▲ 24/7 Support Model

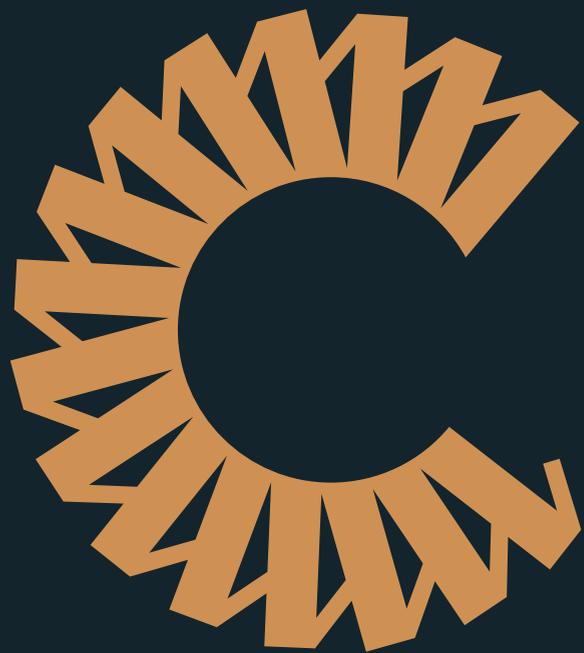
CloudFirst are fully transparent with our customers and are happy to provide the data sheets for any of our partner data center sites for review. We are also proud to arrange tours of any facility to review the site with our customers.

We also provide dedicated hosting solutions for customers in North America, Central America, South America and Europe. This solution provides a complete, secure and dedicated solution for customers who require a bespoke solution to meet their requirements.

Data Center Locations: Expanding Our Global Networks

CloudFirst are constantly expanding their network reach and currently provide multi-tenanted cloud hosting services from 10 data centers, 5 in the USA, 2 in Canada and 3 in the UK.





Contact us

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