

## ANS Service Management Policy Statement

ANS is a global Microsoft Azure Expert and AWS Advanced Partner, this gives the trust they require when looking for an expert for their managed services. When organisations need to build the solutions and resources to enhance services, empower customers and provide insights to improve business outcomes, they turn to ANS.

But we're a little different to your standard MSP. For us, cloud is just the beginning. We amplify human ingenuity with AI-infused technologies to derive operational insights from IoT connected devices. We provide the intelligence and insights to enhance services, empower customer end-users and improve customer business outcomes.

As the fastest moving and most innovative digital and cloud experts, we don't just stop at the cloud. Our award-winning connectivity services provide customers with the flexibility, insights and control to operate a stress-free, future-ready network. As a carrier, transport and platform unbiased virtual network operator, our experience and expertise really does make us unique.

Our team of 700 strong cloud and networking experts are poised and ready to unleash their technical prowess to help customers increase operational value, so customers can spend less time managing and maintaining and more time changing and improving.

ANS's Service Management ITSM is integrated into the IMS directed by policy and structured through processes and supporting procedures – that are deployed to enable the design, support the planning, delivery, operation, control and improvement of information technology services offered to customers. Placing Service Management within the framework and disciplines of a management system creates a Service Management System (SMS) that ensures that the SMS is controlled, evaluated and continually improved.

To embed these principles into our business, ANS have implemented a Service Management System (SMS) aligned with the international standard for Service Management, ISO/IEC 20000. That is a part of a wide Integrated Management System that has been verified by our external auditor to be compliant with the international standard for all of ANS ISO certification including ISO 9001, ISO 22301, ISO 27001, ISO 42001 and ISO 14001. ANS is also certified and compliant to the ISO 27017 & 27018 Cloud Security standards; adding further rigour to our cloud security stance. The ANS Executive has a high expectation for the implementation and support of this policy and supporting framework by all ANS employees.

ANS is committed to continual improvement; objectives are managed within both a directed and a 'ground-up' framework. Top level objectives are agreed with the executive and are based around multiple inputs and outputs e.g. new objectives derived from audit and assessment, new business need or risk assessment.

We recognise that our business, and that of our customers, is heavily reliant on its information and any technology used to store and process that information. This is why we make sure that the availability of this information is guaranteed according to agreed service levels and contractual agreements through service management practices. Information is always managed in a way that meets all of our legal, regulatory and contractual obligations.

This policy is applied right across ANS and is reviewed at least annually and whenever the business undergoes significant change. The ANS Executive is ultimately responsible for all company policies and provides strategic direction to the Compliance Team. The Compliance Team ensures that the SMS policy framework is regularly reviewed and that it continues to evolve and improve and conform to the required standards.

#### Objectives Framework:

- Identify and implement service quality amendments in order to improve the efficiency and effectiveness of service management processes.
- Review and analyse service level achievement.
- Improve cost effectiveness of delivering IT services without negatively impacting customer satisfaction.
- Maintain a service knowledge management system (SKMS) that provides controlled access to appropriate knowledge, information and data.
- Apply RBAC and regularly audit access permissions.
- Ensure that agreed levels of IT availability, reliability and maintainability are measured and monitored.
- Achieve a reduction in the frequency and duration of Incidents that impact IT availability.
- Ensure that service performance achievements meet or exceed all of their agreed performance targets.
- Provide Review and Audit mechanisms in order to ensure accuracy of CIs by checking their actual state against the authorised state in the CMDB.
- Provide a basis for Service Reporting, Service Assurance and Continuous Service Improvement.
- Establish the most appropriate control actions and ensure communication to the right levels of expertise.

"At ANS, quality is at the core of everything we do. Our top priority is taking the time to understand a customer's business and needs so that we can create a tailored solution and deliver quality service. Throughout the ANS journey, our customers receive exceptional service from the first point of contact, through to onboarding and the provision of ongoing support. We believe when we treat each customer as our most important, our success will grow."



Richard Thompson Chief Executive Officer