BUYER'S GUIDE • PRIVATE SECTOR AND PROVIDERS

Buying through the Industry Customer Pathway

The Industry Customer Pathway (Pathway) lets a private sector organisation buy Crown Hosting services for the benefit of an underlying public sector customer. The terms, conditions and pricing closely reflect what a public sector organisation gets buying directly.

Same terms

Terms, conditions and pricing that closely reflect buying directly

No tender

Commercial terms, without a public procurement process to run

Days

To onboard. Your details go into a templated agreement while we run our checks

THE ROUTE AT A GLANCE

1 → 2 → 3

ICP NDA

Lets us share commercially sensitive information

ONCE

ICP Agreement

The overarching terms between you and Crown Hosting

ONCE

Order Form

The chargeable order for each requirement

AS OFTEN AS YOU NEED

The agreements and the ordering are deliberately separate. You complete the first two documents once, then order services as and when you need them.

01

THE THREE DOCUMENTS

The agreements and the ordering are deliberately separate. You complete the first two documents once, then order services as and when you need them.

1 ICP NDA

ONCE

WHO SIGNS	You and Crown Hosting
WHAT IT DOES	The first stage. We need a signed NDA before we can share commercially sensitive information.
WHAT IT UNLOCKS	The issue of your ICP Agreement.

2 ICP Agreement

ONCE

WHO SIGNS	You and Crown Hosting
COST	£1, with no commitment to ongoing spend
WHAT IT DOES	The overarching contractual framework you access our services through. It sets out the commercial, operational and governance arrangements behind service delivery, and the Crown Hosting SLAs.
WHAT IT UNLOCKS	The ability to place one or more orders over time.

3 Order Form

AS OFTEN AS YOU NEED

PLACED UNDER	Your ICP Agreement
COST	The chargeable stage
WHAT IT DOES	The chargeable order under the ICP Agreement, specifying the services required for each public sector customer requirement.
WHAT IT UNLOCKS	Space and services for that customer, scaled up or down as needs change.

HOW IT WORKS

You contract with Crown Hosting directly. Crown Hosting supplies private sector providers directly, without the Cabinet Office in the supply chain, on mirror terms.

You build our services into your solution. You provide the services to your public sector customer, and the Crown Hosting facilities sit within your wider solution.

Who can use it. Any organisation that provides services to the public sector, including start-ups and SMEs. We check the financial viability of the provider and its public sector contract.

02

WHAT PROVIDERS GET

Pathway gives you the same data centre facilities and assurance as Crown Hosting's public sector customers.

- ✓ The same space and assurance as public sector customers
- ✓ Colocation of your public sector customer's equipment in your space
- ✓ Single mode fibre cross connects to other organisations on site, with their permission
- ✓ Diverse inter-campus connectivity, commonly at 100Gbps
- ✓ Direct relationships with the telecoms providers on site
- ✓ Occupation until 2045, or a step to a long term lease

03

WHAT PATHWAY DOES NOT INCLUDE

No guarantee of business

Pathway does not guarantee work from the public sector.

No automatic right to sell

It does not give an automatic ability to sell to the public sector.

Facilities only

It covers data centre facilities and facilities management, not wider IT services.

04

WHY PROVIDERS USE PATHWAY

The same facilities

The same space and the same assurance as our public sector customers.

No public procurement

Commercial terms, without a tender process to run.

Deploy alongside

Put your infrastructure next to the organisations you serve.

Room to grow

Scale your presence up or down as your business needs change.

05

COMMON QUESTIONS

Can I use Pathway if I already have a public sector customer?

Yes. We check the financial viability of the provider and its public sector contract.

Who handles the data?

Crown Hosting provides UK data centre facilities and facilities management. It does not process or store customer data; that is the responsibility of the Pathway customer on behalf of its public sector client.

Which SLAs apply?

The Crown Hosting SLAs are defined in the ICP Agreement. The SLAs you offer your own customers are for you to define.

Can Crown Hosting introduce me to public sector organisations?

Where a public sector organisation has asked for private sector help, we can make introductions in a non-partisan way. Confidentiality with our customers means we cannot make unsolicited introductions.

TALK TO US

Get in touch

The ordering process is quick and straightforward. Get in touch and a member of our team will guide you through it.

CALL 0333 207 0703 >

CROWNHOSTINGDC.CO.UK >

Single supplier of GCA RM6262

Crown Hosting has provided secure, resilient data centre capacity to the UK public sector since 2015.

Two routes, the same terms

Buy directly as a public sector organisation, or as a private sector provider through the Industry Customer Pathway.

Pay for what you use

Flexible, transparent pricing with no minimum volume commitment.

ALSO AVAILABLE

Buying directly as a public sector organisation? Read the public sector buyer's guide.