


Central Networks & Technologies Ltd - Central Networks Cloud Backup service



Crown
Commercial
Service

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Central Networks and Technologies Ltd (Central)

was founded in September 1991 by Christopher Mycock. In the earlier years Central was responsible for running the core ICT systems for many of the UK Magistrates Courts Services, which involved moving and hosting the mainframes and employing staff via TUPE. We also have a focus in the Housing Association and not-for-profit sector. In the last 10 years we have migrated many of our customers to cloud or partial cloud provision.

Our customer base is diverse in terms of size, geography, skills, business requirements and objectives. We have recognised this and created a solutions and services portfolio that can be tailored to meet the individual requirements of all our customers. Some of our customers have large ICT teams and only look for assistance where they have investigated and exhausted every avenue. Others are far smaller, where finance officers often take on ICT responsibility and need additional help and assistance. Central provides a bespoke service to each of our customers, providing best value for money and an ICT service which matches their requirements which assists them in delivering their objectives.

Central Networks - Cloud Backup Service

Introduction

Cloud backup, also known as online backup or remote backup, is a strategy for sending a copy of a physical or virtual file or database to a secondary, off-site location for preservation in case of equipment failure or catastrophe. The secondary server and data storage systems are usually hosted by a thirdparty service provider, who charges the backup customer a fee based on storage space or capacity used, data transmission bandwidth, number of users, number of servers or number of times data is accessed.

Implementing cloud data backup can help bolster an organization's data protection strategy without increasing the workload of information technology (IT) staff. The labour-saving benefit may be significant and enough of a consideration to offset some of the additional costs associated with cloud backup, such as data transmission charges.

Central partner with Veeam to offer Veeam Cloud Connect as part of our service which provides a fully integrated, fast and secure way to backup and replicate to our cloud repository. Our solution will fulfil the 3-2-1 rule that states that you need to keep three copies of your data, stored on two types of media, with one copy being off site. Getting backups off site can be challenging due to limited bandwidth, exploding data volumes and a lack of resources required to build or maintain a true offsite backup repository. Central are offering a way to master the 3-2-1 rule without

dumping money and resources into a second site or adding bandwidth—just leverage cloud backup repository services from us, and take advantage of the available technology.

Features and Benefits

A summary of the features and benefits of Central in a Backup as a service (BAAS) are as follows;

Service Features

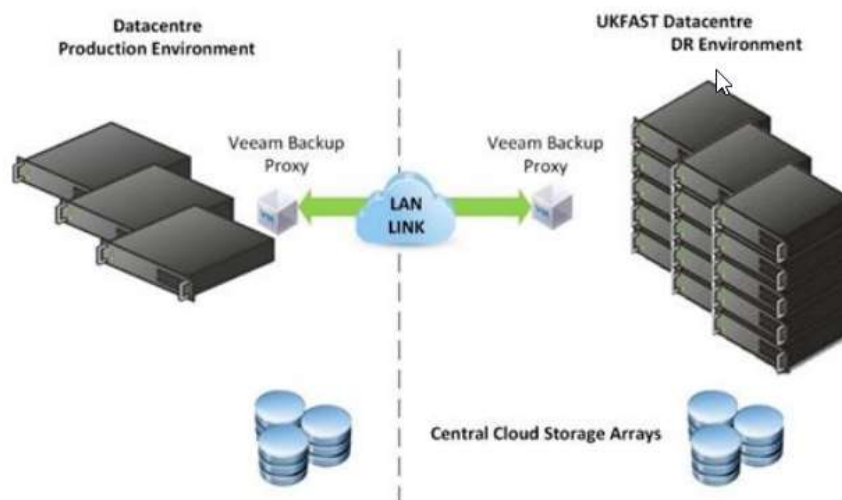
- Offsite backup using Veeam Cloud Connect
- Storage allocation based on requirements
- Virtual machine quantity based on requirements
- Managed offsite secure location
- Suitable connectivity

Central support and monitoring Central will also offer a storage buffer which will enable customers to go over the agreed storage capacity without incurring additional costs. Once the buffer has been depleted, additional costs will be incurred on a per TB basis

Implementation

Topology

For visual representation of the setup and how Veeam connects to Central Networks Veeam Server and repository, see the topology below:



Backup Repository

A backup repository will be created within Central networks Cloud Connect infrastructure, this repository will be configured with a xxTB quota and can be increased further if the need arises in the future.

Backup Jobs

The list of Virtual Machines to backup will be established based on the current pre-existing local backup jobs.

These jobs will be created as new jobs with most of the settings configured to mirror the pre-existing local backup jobs. This includes the job name which is prefixed with 'Cloud' and the VM objects backed up in each job.

Schedule

Each cloud backup job will be configured so that the job runs immediately after the counterpart finishes. This ensures that you aren't running two jobs on the same server at once, which will likely cause backup failures as well as severe performance degradation.

Each job has been configured to run a synthetic full backup every Saturday.

Guest Processing

As well as backing up a server at the VM and file level, Veeam also utilises guest processing which allows application level processing. This is typically enabled on servers with compatible applications such as SQL Server or Microsoft Exchange.

This will allow features such as truncating SQL logs and mounting databases for Exchange item level recovery.

Email Notifications

Email notifications can be configured so that the necessary parties can be notified of all backup job results. The below are the current Email notification settings:

Options

I/O Control Security E-mail Settings SNMP Settings Notifications History

☐ Enable e-mail notifications (recommended)

SMTP server: Advanced...

From:

To:

Subject: Test Message

Send daily reports at: 22:00

Notify on:

- ☒ Success
- ☒ Warning
- ☒ Failure
- ☒ Suppress notifications until the last job retry

OK Cancel Apply

Project Development Services

Central have the in-house capability to offer Project Development as a service. The process is to plan, organise, coordinate and control the resources to accomplish specific goals. Therefore, with initial collaboration (as described above in Early Planning) we would set some aims and objectives as to what you would like to achieve and then create the process to successfully achieve them. Our strategy would follow a simple formula; initiation, definition, design, development,

Hosting Managed Services

Central can provide the whole end-to-end consultancy and management services for your infrastructure in and out of the cloud, as well as the recommended hardware to refresh or replace legacy systems as a reseller of any trusted vendor.

A summary of the hosting managed services we offer are as follows:

- Recommended Hardware to integrate with existing hardware infrastructure systems
- Hosting in the cloud and all maintenance required, whether that be through our Central Private Cloud, Public Cloud or a Hybrid Cloud solution.
- Server management and maintenance.
 - This covers the following:
 - Critical security patches

- OS Patches – testing and deployment
- Anti-virus updates
- Firewall testing and maintenance
- Pro-Active Monitoring of server performance and function
- Infrastructure orchestration, implementation, testing and on-going maintenance.

Offboarding Managed Services

Central offers a range of services to support offboarding which include:

- Content archiving
- Content exports
- Supply of all IPR materials including designs and content

Services related to the maintenance of on-going provision

This incorporates all the above services as detailed; Project Development, Hosting Managed Services, Off Boarding and any further maintenance of equipment or project management of products and services we have recommended. Our Engineers can be used for ad-hoc project work, and additional engineering days can be booked as little as two weeks in advance for upgrades or for additional work as and when required. Our goal is to be a one-stop shop for all your IT needs now and in the future.

Managed Support Services with certified ITIL Service Desk Provision

Central's service desk can handle 1st, 2nd and 3rd line support, as standard for any organisation.

We create a Service Level Agreement (SLA) for every single customer, which is customised to your needs, and will cover as many or as little of our services that you deem is business critical for your individual organisation's strategy. This will depend largely on your own resources and staffing. It is created in collaboration with you and what you want from a support contract. We will not add to the SLA without consultation with you first, and you are invited to change/amend/add to the contract before being signed off.

The service desk is based upon ITIL Service Management Methodology and each member of the service desk team is ITIL certified. Clients can interact with the service desk team via email, telephone and an online portal, that tracks each enquiry as it is received.

The key functions of the service desk are summarised below:

- Service Desk – incident and service request management in real time for 3rd line support.

- Problem Management
- Change Management
- Release and Deployment Management
- SLA management and service reporting as standard
- Configuration Management
- Service Management Plan
- SLA documentation

Additional services that can be added to the SLA include the following, however this is not an exhaustive list and we are always open to any specific requirements.

- 1st Line Support
- 2nd Line Support
- Central Cloud 24/7 Service
- MAC Service
- Central Monitoring – as standard
- Central Daily Early Notification Service
- Cloud Preparation service – incorporating a systems and networking health-check as described earlier in the consultancy service description.

Confidentiality and Copyright

This document and the information set out herein is confidential and is not to be disclosed or discussed with any person or party not associated with the selection of a service provider. The information in this proposal is a suggested technical offering. We reserve the right to amend or withdraw our proposal. Any typographical, clerical or other error or omission shall be subject to correction without any liability. The copyright in this proposal and any associated information or documents that we may provide remains vested in Central Networks and Technologies Ltd.