



Frontline

IT Consultancy

Disaster Recovery and Back Up Services

Frontline Consultancy and Business Services Ltd delivers a G-Cloud-compliant suite of Disaster Recovery and Backup Services, designed to ensure the resilience, security, and regulatory alignment of public sector organisations' critical data and systems. Our G-Cloud 15 offering provides robust, fully managed solutions that address the unique challenges of the public sector, supporting business continuity, rapid recovery, and ongoing compliance with government and industry standards.

Our portfolio includes:

Managed Disaster Recovery:

This service offers comprehensive protection for virtual server environments, with options for daily or continuous replication to meet custom Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO). All processes are fully aligned with ISO 27001 standards, providing full audit trails and transparent management. The service minimises downtime and data loss, safeguards business-critical infrastructure, and ensures compliance with statutory and regulatory requirements.

Managed Backup:

Our managed backup solution provides secure, reliable backup of data to cloud or tape, ensuring adherence to retention policies and regulatory obligations. The service features end-to-end encryption, expert monitoring, and rapid issue resolution, reducing management overheads and supporting compliance with data protection and information governance standards. Flexible restore options enable rapid recovery from incidents, supporting business continuity and operational resilience.

Both services are delivered in accordance with G-Cloud's principles of transparency, security, and value for money. They are underpinned by robust SLAs, clear reporting, and a commitment to continuous improvement. By leveraging industry best practices and aligning with ISO 27001 and other relevant standards, Frontline's Disaster Recovery and Backup Services empower public sector organisations to protect their data, maintain compliance, and ensure uninterrupted service delivery in the face of disruption.



Managed Disaster Recovery – Comprehensive Protection Made Simple

Why Frontline?



Frontline combines expertise, compliance, and advanced technology to deliver reliable disaster recovery solutions tailored to your business needs.

What is Managed Disaster Recovery?

Frontline Managed Disaster Recovery provides customers with full protection from disasters impacting their virtual server environment. Depending on the options selected the customers servers are either replicated at the end of each day or where the enhanced service is chosen the servers are continuously replicated. Each of these options provide different recovery time objectives (RTO) and recovery point objectives (RPO) levels. Where continuous replication is used it can provide an (RPO) that can be as low as a few seconds, depending on requirements and connectivity speeds.



Why Choose Managed Disaster Recovery?



Frontline Managed Disaster Recovery ensures full protection from disasters impacting virtual server environments. It offers flexible replication options, compliance with ISO 27001, and continuous monitoring to safeguard business-critical infrastructure.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Disaster Recovery Solves It
Data loss during disasters	Critical business data becomes inaccessible	Continuous replication and daily backups ensure data availability
Long recovery times	Extended downtime impacts operations	Low RPOs & RTOs minimize downtime
Compliance concerns	Difficulty meeting security standards	ISO 27001 compliant processes with full audit trails

Optional Add-Ons-

Premium options available for enhanced replication and extended protection.



£79.00 base charge per month.

Per server excludes storage.



Managed Backup – Reliable Data Protection Made Simple

Why Frontline?



Frontline combines industry expertise with advanced technology to deliver reliable, secure, and efficient backup solutions. Our commitment to customer service ensures peace of mind and operational continuity.

What is Managed Backup?

Frontline's Managed Backup service provides a backup of data to an agreed location whether that be to the cloud or to tape. Should you encounter any issues with your primary site, you will have a safe copy of all your important data in a separate location, ready to restore according to your disaster recovery plans. As part of the service, monitoring is included to ensure that all the agreed policies and retention periods are adhered to. When failure occurs our in-house team of professionals will work quickly to resolve the issues.



Why Choose Managed Backup?



Security Focused:

Where servers are hosted by Frontline, end-to-end encryption is standard, so you can be assured that all your data is encrypted at source.

Focus on Your Business:

Allow your internal team to focus on your business, your customers, and your day-to-day activity, instead of time-consuming backup issues and maintenance.

Maximum Efficiency – Remote Monitoring:

Frontline will fully monitor your backups to ensure completion and resolve any issues within your contracted service hours.

Expert Management

Allow a team of experts, enabled with state-of-the-art tools and technology, to efficiently manage your backup estate.

Frontline Customer Portal:

Access to the Frontline customer portal provides a fast and straightforward way for you to open and track any tickets for your backup service. This means less service desk calls, and better overall quality of service for all Frontline customers.

Simple and Cost Effective

Reduce the excessive management overheads associated with day-to-day backup management, by incorporating a standardised managed service to adopt the day-to-day needs of your backup requirements.

Pain Points vs Solutions

Pain Point	What Users Experience	How Managed Backup Solves It
Backup Failures	Data loss risk and downtime	Continuous monitoring and rapid issue resolution
Complex Management	High overhead and resource drain	Standardised managed service with expert team
Security Concerns	Exposure to data breaches	End-to-end encryption and compliance with policies

Optional Add-Ons-

Premium options available for enhanced backup capabilities and additional services.



£35.00 base charge per month, per server excludes back up media.

Out of hours negotiable at SFIA rate.

Support Cost Calculation Approach

Our support pricing model is designed to be transparent, fair, and aligned with the specific needs of the procuring entity. The total cost of support will be calculated based on the projected time required, which is determined through a collaborative assessment during the onboarding or procurement phase. This projection will consider the following key factors:

Benefits of This Approach

Transparency:

Customers have full visibility into how costs are derived.

Flexibility:

Pricing scales with actual support requirements, avoiding unnecessary overhead.

Compliance:

Aligns with G-Cloud principles and SFIA framework standards.

Complexity of the Delivered Solution-

The level of technical complexity, including:

Integration with existing systems

Custom configurations or bespoke development

Security and compliance requirements

Higher complexity typically requires more specialised resources and extended support coverage.

Hours of Operation -

Support costs will reflect the agreed service window:

Standard Business Hours (e.g., 09:00–17:00, Monday–Friday)

Extended Hours or 24/7 coverage, if required

This ensures flexibility for customers who need critical support outside normal operating hours.

Commercial Model -

All pricing will be based on the submitted SFIA rate card, ensuring:

Full compliance with G-Cloud pricing transparency requirements

Clear linkage between resource roles, skill levels, and associated costs

Rates are applied to the projected time for each role involved in delivering support.

Methodology for Cost Estimation-

Initial Assessment

We work with the customer to understand the solution architecture, operational requirements, and anticipated support needs.

Time Projection

Using the complexity and operational factors, we estimate the number of hours required for each SFIA role.

Cost Calculation

The projected hours are multiplied by the corresponding SFIA rate, producing a clear and auditable cost breakdown.



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