



Liquid Immersion Cooling



Service Definitions

Infrastructure as a Service (IaaS) with Disaster Recovery as a Service (DRaaS)

1. Service Summary

PeaSoup provides **UK-sovereign, high-performance Infrastructure as a Service (IaaS)** combined with fully integrated **Disaster Recovery as a Service (DRaaS)**. The service enables organisations to run secure virtual infrastructure with built in resilience, continuous replication, and rapid failover capabilities.

PeaSoup's **immersion cooled cloud platform** improves sustainability, enhances hardware lifespan, and delivers reliable performance for production workloads, backups, and business continuity environments.

2. Service Scope

Included

- Virtual machines (VMs) with configurable vCPU, RAM, and storage
- Software-defined networking
- High-performance SSD storage
- Continuous or scheduled replication for DRaaS
- Failover and failback operations
- DR testing
- Monitoring and management (managed option)
- 24/7 UK-based support for critical incidents

Excluded

- Application-level support (unless part of a separate agreement)
- Third-party software licensing, unless specified
- Customer-side network configuration outside the PeaSoup environment
- End-user device management
- On-premise hardware support

3. Key Features

3.1 Infrastructure as a Service (IaaS)

- High-performance, scalable virtual resources
- Linux and Windows workload support
- API-driven provisioning
- Hyper-converged architecture across UK data centres

3.2 Disaster Recovery as a Service (DRaaS)

- VM-level replication
- Application-consistent RPOs
- Automated and manual failover options
- Geo-resilient architecture
- Veeam-based protection options

4. Benefits

- UK data sovereignty and regulatory compliance
- Enhanced sustainability via immersion cooling
- Reduced operational costs through energy-efficient hardware
- High reliability and extended hardware longevity
- Flexible pay-as-you-go pricing

5. Technical Architecture

- Immersion-cooled servers using helium-filled drives
- Redundant power, networking, and storage systems
- Multi-site failover capability
- High-speed replication links
- Tiered storage (performance and capacity)

6. Service Levels (SLAs)

- Availability: 99.99% for IaaS
- Support:
 - Critical Priority: 24/7 with 1-hour response
 - High Priority: Business hours with 4-hour response
 - Medium/Low: Business hours next-business-day response
- DR Failover: RTO/RPO agreed per customer workload

7. Service Constraints

- Planned maintenance windows announced in advance
- Replication performance dependent on source site bandwidth
- Some older OS versions may require compatibility review
- DR test frequency agreed during onboarding

8. Roles and Responsibilities

PeaSoup

- Maintain infrastructure availability
- Monitoring and patching (physical hardware)
- Provide customer support

Customer

- Manage VMs (unmanaged option)
- Ensure correct licensing
- Maintain up-to-date DR documentation
- Customer is responsible for managing their own software
- Notify PeaSoup of changes impacting performance

9. Onboarding and Offboarding

Onboarding:

1. Requirements assessment
2. Migration tools
3. VM/data migration
4. Replication setup (DRaaS)
5. Validation and acceptance

Offboarding:

- VM export via standard formats
- Data retrieval via S3 and API access
- Revoke access and deletion of residual data

10. Pricing Model

IaaS

- vCPU per month
- RAM per GB per month
- Block/Object storage per GB per month
- Bandwidth per Mbps per month

DRaaS

- Per protected VM per month
- DR storage per GB per month
- Optional DR test events

Professional Services (Optional)

- Migration assistance
- DR planning
- Consultancy

Full pricing table available upon request.

11. Full Pricing Table (Template)

Item	Unit	Price	Notes
vCPU	Per vCPU/month	£5.47	Scalable
RAM	Per GB/month	£5.89	Scalable
Block Storage	Per GB/month	from £0.04	Hyper-Converged SSD tiered options (Standard/Performance)
Object Storage	Per TB/month	£4.99	S3-compatible
Protected VM	Per VM/month	from £6.84	DRaaS
DR Storage	Per GB/month	£0.12	Replication data
DR Test	Per test	£ POA	Optional - self provisioned or PeaSoup
Professional Services	Per hour/day	£ POA	Migration/consulting

12. Data Security and Compliance

- ISO 27001 certified
- Cyber Essentials Plus
- GDPR compliant
- Encryption at rest and in transit
- Immutable Object Lock for ransomware protection
- Regular internal/external audits

13. Exit Plan

- All customer data returned via standard formats
- Data wiped according to secure deletion policies
- Optional migration assistance

14. Additional Information

For more information or to request a demonstration, please contact PeaSoup:

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