

Service Definition: Sovereign Hosting

1. Service Overview

Blue Sky Hosting provides a high-security, 100% UK resident cloud hosting platform. Designed for public sector organisations requiring absolute data sovereignty, our service is hosted in tier 3+ UK data centres and managed exclusively by UK based, vetted engineers. We offer a secure alternative to global public cloud providers, ensuring compliance with NCSC Cloud Security Principles.

2. Hosting Environment & Performance

- **Location:** 100% UK based infrastructure with no data replication outside the UK.
- **Architecture:** Enterprise-grade x86-64 server clusters with high performance SSD storage.
- **Connectivity:** Resilient multi homed 10Gbps connectivity with DDoS protection as standard.
- **Scaling:** Rapid vertical and horizontal scaling to meet changing demand.

3. Onboarding & Offboarding

Onboarding (Starting the Service)

- **Requirements Gathering:** Initial consultation to define resource requirements (vCPU, RAM, Disk).
- **Provisioning:** Secure environment setup within 24-48 hours of order confirmation.
- **Data Migration:** Optional managed migration service available via our Lot 3 listing.
- **Testing:** Buyer-assisted UAT (User Acceptance Testing) to confirm performance.

Offboarding (Ending the Service)

- **Data Extraction:** Users can extract their data at any time via secure SFTP or API.
- **Decommissioning:** Secure zero fill wiping of storage volumes upon contract termination.

- **Transition Support:** We provide up to 30 days of migration assistance to ensure a smooth transition to a new provider.

4. Service Levels & Support

- **Availability SLA:** 99.99% monthly uptime guarantee for core infrastructure.
- **Monitoring:** Proactive 24/7 infrastructure monitoring with automated alerting.
- **Support Hours:** Standard support (08:00–18:00, Mon-Fri); 24/7 emergency infrastructure support for critical (P1) incidents.
- **Account Management:** Direct access to senior UK engineers.

5. Security & Compliance

- **Physical Security:** 24/7 on site security, biometric access, and CCTV at our UK data centres.
- **Information Security:** ISO 27001 and ISO 9001 certified management systems.
- **Cyber Security:** Annual penetration testing and Cyber Essentials certification.

6. Business Continuity & Disaster Recovery

- **Backups:** Automated daily backups with 7 day retention as standard.
- **DR:** Optional Hot Standby DR environments available in a separate UK geographic zone.