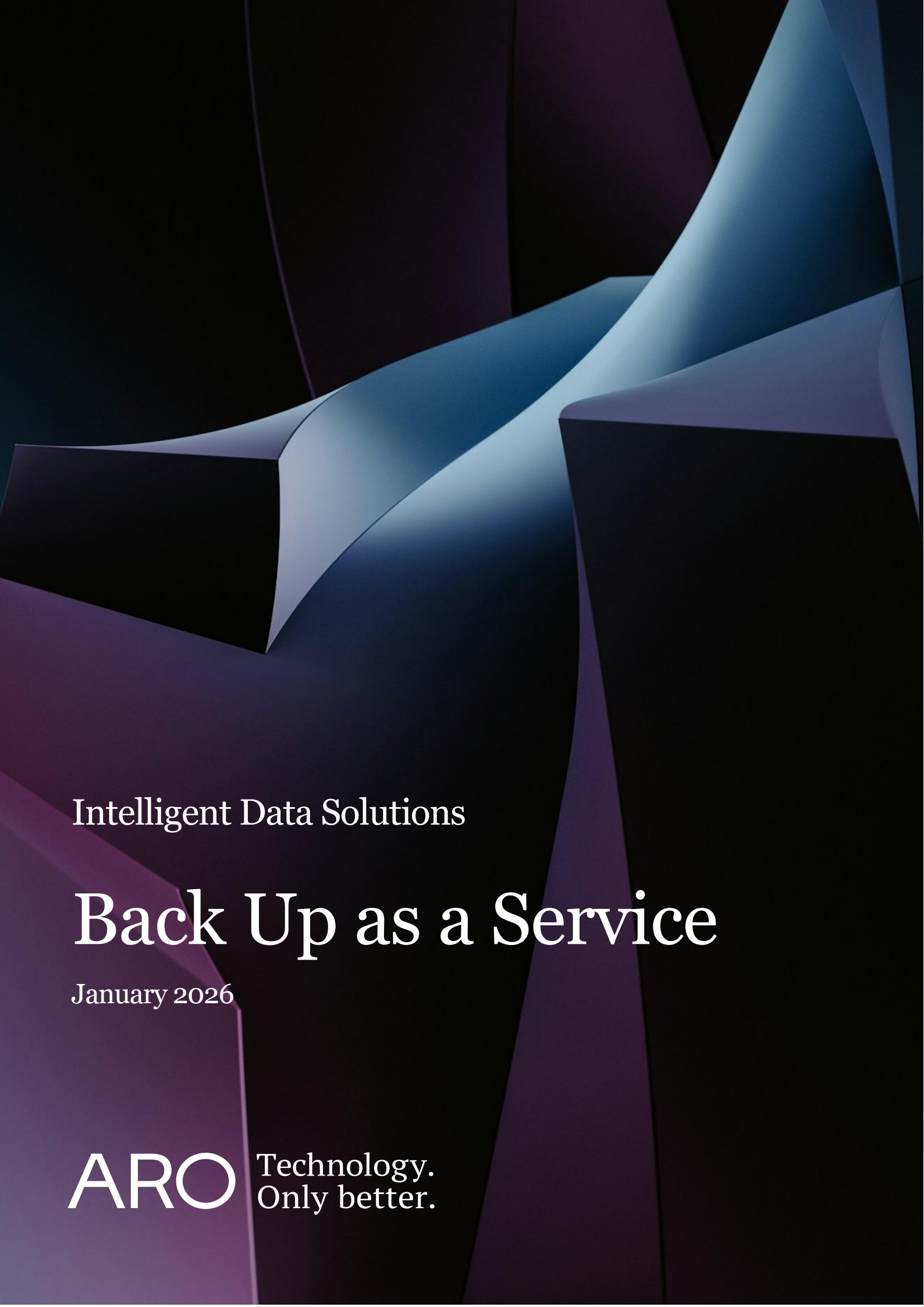




Intelligent Data Solutions

Back Up as a Service

January 2026

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Trusted advisors in the Private Sector

Over 25 years of experience provided through 400 engaged employees. Delivering 24/7 support through a network of 9 local offices throughout the UK.

Collaboration

Unified Communications
Contact Centre
Business Mobiles
Connectivity
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Data Centre Services

Public and Private Sector
Hybrid / Private Cloud
IaaS / PaaS
Trusted Research Environment
DRaaS / BUaaS
Managed Connectivity
24/7 Operations Centre (OC)
WAN Design / Implementation



Cloud

Microsoft and Cloud Services
Hybrid Cloud Infrastructure
Next Generation Networking
Backup and Protection
Cyber Security

Sustainability

Net Zero Journey
Energy Procurement and Tenders
Energy Optimisation
Energy Compliance
Total Account Management
POD Energy and Carbon Management



20

Social Housing
organisations
supported

220

Universities,
Academies and
Schools

350

NHS establishments
from Acute hospitals
to GP surgeries

15

Regional
Councils

999

Services

Design, build and
operate command
and control networks

100

Charities across
the UK



Trusted advisors in Public Sector

Join hundreds of public sector clients who trust us with their critical infrastructure. Processes and services.

Everything from providing resilient networks for 999/111 command and control centres to delivering highly secure data safe havens for the NHS. Our experience and expertise is accredited and certified to help you deliver service excellence.



The
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HEALTH &
SOCIAL CARE
NETWORK
COMPLIANT

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1. Backup you can trust

ARO provides a fully managed, software-delivered backup and data protection service operated within our secure, UK-based service environment. The platform runs on accredited, enterprise-grade systems ensuring a resilient and compliant foundation for all backup operations.

Our Backup as a Service provision is accredited with ISO27001, ISO9001, Cyber Essentials Plus and NHS DSP Toolkit Standards Exceeding. All protection workflows—encryption, scheduling, policy enforcement, and retention - are executed through the software platform.

BaaS is available as a standalone cloud-software service or part of ARO's wider protection suite. Backup as a Service (BaaS).

The ISaaS platform delivers software-driven, granular data protection through configurable backup policies that reflect organisational and compliance needs.

Backup operations run through the platform, supporting full-dataset or item-level restores without reliance on customer infrastructure. This enables minimal user impact and a 24/7 protection window.

Optional offsite and immutable retention tiers are also available.

Available Service:

- Managed software-level backup policies
- Full dataset restoration
- Recovery of files, objects, and application items
- Optional software-driven replication workflows

2. Which services is our backup solution available for?

The ARO BaaS platform integrates with multiple cloud and on-premise data sources via API-driven and agent-based software connectors.

Functionality Breakdown

Backup Service Tiers

Service Tier	Backup Policy & Retention	Service Level
Basic	Weekly backups with a standard 4-week retention period	99% SLA
Standard	Daily and weekly backup policies with a standard 4-week retention period	99% SLA

Standard+	Enhanced backup policies with configurable and extended retention options	99% SLA
Premium	Advanced backup workflows with extended and configurable retention periods	99% SLA

Additional configuration options

Custom configurations and encryption options are available. Recovery Point Objective (RPO) and Recovery Time Objective (RTO) settings are configured and managed within the software platform.

3. Our Testimonials

Initial Challenge

Tavistock & Portman NHS Foundation Trust required uninterrupted access to a critical dataset during planned power works.

Solution

ARO deployed a software-based dataset replication workflow within the ARO cloud platform, ensuring continuous synchronisation.

Outcome

Trust staff accessed required data without disruption. The workflow remains part of their protection strategy.

Delivered via:

1. Dataset-replication policy configuration
2. Encrypted data-synchronisation pathways
3. Initial ingestion
4. Continuous software replication
5. Automated scheduling and integrity validation

“ARO reacted so swiftly to help us for an unplanned request, at such short notice. It shows they are a company who care and are genuinely supportive of organisations like us.”

Mohammed Akram, Assistant Director of IM&T

Making Innovation Happen

ARO delivers cloud-based software solutions with deep experience in healthcare and research sectors. Our platforms satisfy strict governance and data-security requirements.

Our origins at the University of Liverpool underpin partnerships with leading academic institutions, reflected in platforms like our Trustworthy Research Environment (TRE).

We hold a proven NHS track record - from secure cloud workspaces to OpenCARE, our AI-enabled cardiovascular analytics engine developed with Barts Health NHS Trust and UCL.

We support cancer research, secure dataset workflows, and predictive analytics for mental-health interventions.

4. Our Accreditations and Certifications.

- ISO 27001 Information Security Management System (ISMS)
- ISO/IEC 27017 Code of Practice for information security controls in cloud computing
- ISO/IEC 27018 Code of practice for protecting Personally Identifiable Information (PII) in public clouds.
- Data Security & Protection Toolkit:
- Cyber Essentials Plus:
- Data Centre Alliance Class 3 Facility:
- European Code of Conduct (EUCOC):

These accreditations support all ARO ISaaS platforms.

5. Unrivalled flexibility with cloud credits.

Cloud credits allow organisations to pre-purchase service credits for any ARO ISaaS offering, deducted as consumed.

Benefits

- Immediate activation of urgent work
- Automatic rollover into the next financial year
- 5% savings vs ad-hoc purchasing
- Useful across all ARO G-Cloud listed software services

Expert support available at all times.

Standard Support

- Policy administration
- Access management
- Backup monitoring
- Encryption/retention adjustments
- Restore assistance
- Security-rule changes

Premium Support:

- Workflow optimisation
- Vulnerability assessments
- Performance monitoring
- Compliance reporting

Pre-Paid Days:

- Specialist investigation

- Complex restores
- Migration and data transformation
- Out-of-hours tasks

Our secure service environment.

ARO's ISaaS platform runs within a secure UK service environment ensuring reliability and strong governance.

Resilience

- Continuous monitoring
- Redundant service pathways
- Automated health checking

Security

- MFA
- RBAC
- Encrypted admin sessions
- Full audit logs

24/7/365 UK-based response team included.

Security, monitoring and controlled access.

Environment Access

- MFA for privileged roles
- RBAC
- Identity verification
- Time-bound approvals

Security

- Regulated access
- Comprehensive logging
- Operational oversight

Safeguards

- Integrity checks
- Automated failure detection
- High-availability configuration
- Incident-response processes

Surveillance

- Continuous monitoring
- Real-time alerting

- Full audit trail

6. Our Connectivity Options.

Network Connectivity

The ARO data centre forms part of the ARO Net nationwide network and provides resilient, high-bandwidth connectivity suitable for public-sector and healthcare workloads.

ARO Net supports connectivity to national peering locations and access to major UK and global internet service providers and carriers. The network enables customers to establish private connectivity to public cloud services where required, including services such as Azure ExpressRoute and AWS Direct Connect.

Connectivity options are designed to support secure access to infrastructure software services delivered under this offering.

Internet Connectivity and Addressing

ARO is a full member of RIPE NCC and operates as a Local Internet Registry (LIR) under Autonomous System (AS) number 48954.

As an LIR, ARO is able to:

- Request and manage IPv4 and IPv6 address space and Autonomous System numbers
- Allocate IP address space to customer environments where required
- Digitally certify internet number resources

This allows network addressing and routing to be managed in line with customer operational and governance requirements.

Data Centre On-Site Connectivity

Multiple network providers have fibre connectivity on site at the ARO data centre, enabling carrier choice and resilient network design.

Available providers include:

BT Openreach
Virgin Media Business
Vodafone
BSO
LCR:Connect
HSCN

This range of on-site connectivity supports diverse network architectures, including public-sector and NHS connectivity where eligibility requirements are met.

Connectivity is provided as part of the infrastructure software service and supports the delivery, operation, and secure access of virtualised infrastructure components. Network services are

configurable to meet customer performance, resilience, and compliance requirements but are not sold as standalone telecommunications services.

Intelligent Data Solutions.

ARO has been delivering innovative cloud solutions and services to our customers for over 10 years.

We have developed a unique skillset during this time in the healthcare and health data research communities to provide our intelligent data solutions.

ARO Technology. Only better.

Your enterprise performance partner for Cloud, Collaboration, Data Centre Services and Sustainability

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