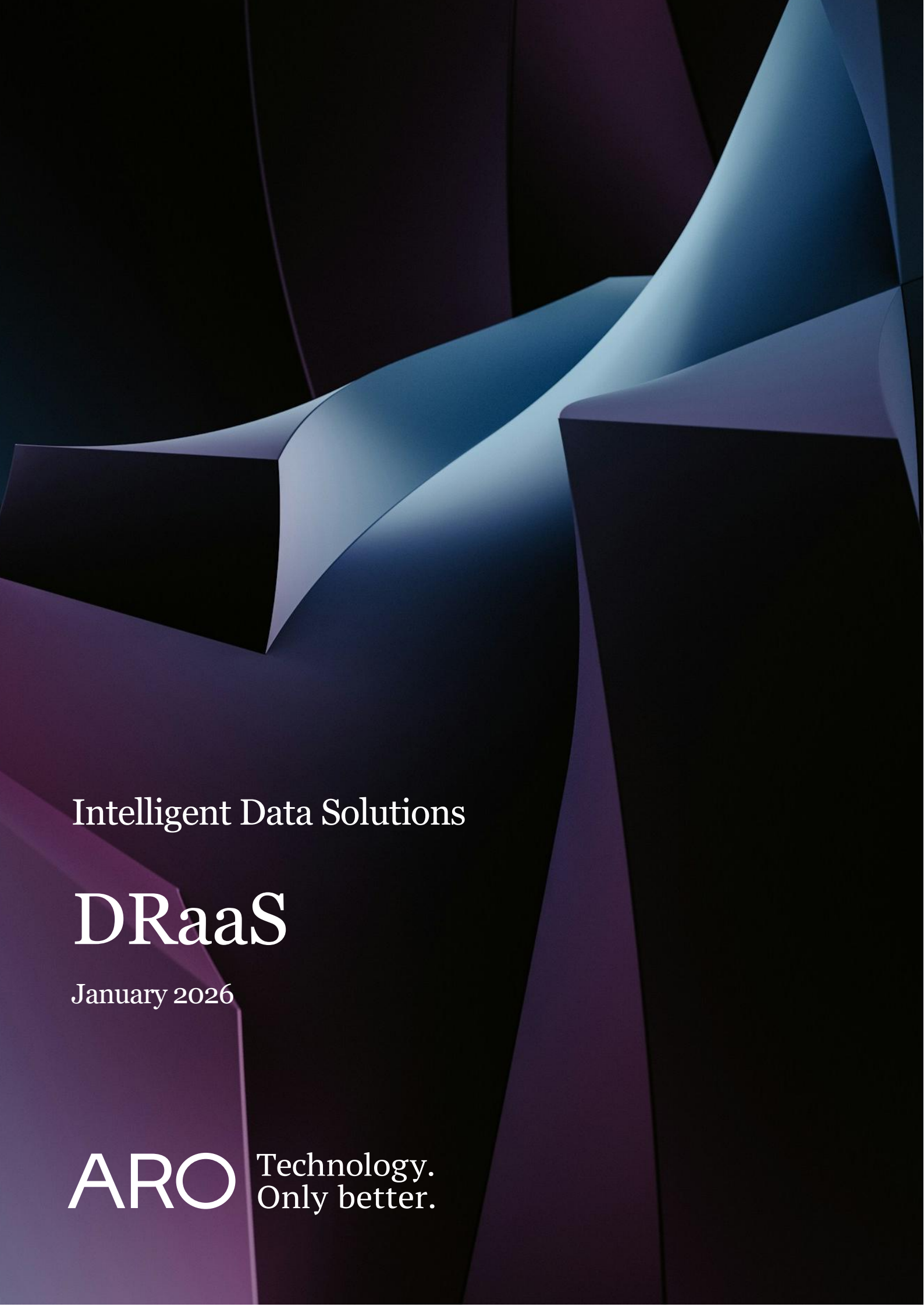




Intelligent Data Solutions

DRaaS

January 2026

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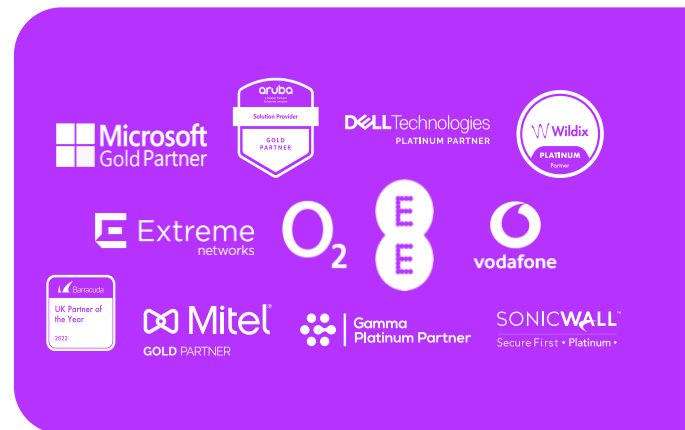
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Unified Communications
Contact Centre
Business Mobiles
Connectivity
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Data Centre Services

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
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1. Introduction

The service comprises software functionality used to configure, orchestrate, test, and manage disaster recovery processes.

(Any references within this service description to physical infrastructure, data centres, networks, connectivity, telecommunications, hosting environments, or managed operational activities describe supplier capability and experience only and are out of scope for Lot 2a).

2. Protection with Disaster Recovery

ARO Disaster Recovery as a Service (DRaaS) is a fully managed and supported, scalable and secure cloud disaster recovery service. The service has been designed to maximise operational efficiency and cost flexibility.

The first principal of this service is to ensure a complete copy of the mission critical systems and data is stored within an off-site secure repository; this is the foundation of the DRaaS solution.

We provide several options for the data or systems recovery destination, for example:

- Public Cloud Options: Microsoft Azure and AWS
- Private Cloud Options: ARO Cloud platform, Secondary Data Centre
- Client Site Options: Individual files/emails and/or full server/mailbox recovered to existing facilities

Our DRaaS solution provides organisation's critical systems, data, and applications with a flexible range of Recovery Point and Recovery Time (RPO and RTO) to prevent loss of data or systems.

We support and promote disaster recovery testing with our clients, and we include one full system recovery test per year within our standard service offering. Where additional testing is required, further support can be provided.

ARO DRaaS is delivered in compliance with our suite of ISO 27001, 27017, 27108, ISO 9001, NHS DSP Toolkit standards Exceeding and Cyber Essentials Plus accreditation.

ARO DRaaS takes data protection a step further than traditional Backup and Recovery. Whilst it is critical to protect business data equally, it is also important to consider what happens if faced with a more serious situation, one where premises or end points become unavailable.

Although cognisant that there is much more to business continuity than how you provide compute and digital services, we believe that these are at the heart of any modern business.

Bare Metal Recovery (BMR)

If the physical system is damaged or destroyed, Bare Metal Recovery (BMR) allows the entire Windows or Linux system to be restored to different hardware, even from a different vendor.

Recovery does not require operating system installation and can be performed on empty 'bare metal' machines.

BMR automatically adjusts operating system configuration and injects missing boot critical drivers to enable the recovered system to boot. BMR can recover any system backup to any platform, including physical servers, virtual machines, and cloud instances, enabling P2V, V2V, P2C, V2C, C2C and other recovery and migration scenarios.

Instant Virtual Machine Recovery

Instant Virtual Machine Recovery allows Windows and Linux systems to be quickly started directly from backup storage without full recovery or rehydration. While Instant VM uses the underlying hypervisor to mount simulated storage devices, iVMR uses Linux kernel capabilities to achieve the same goal.

Additional Features

Our data and ransomware protection solutions empower organisations to safely benefit from cloud agility and economies of scale with robust technologies that provide multi-cloud and cross-cloud backup, disaster recovery, and continuous availability for mission critical services.

ARO data protection solutions:

- Prevent data loss and downtime of on-premises and cloud-based applications
- Provide fully managed, secure cloud backup and DR services
- Ensure protection from ransomware and malware attacks with AES-256 encryption
- Strengthen compliance with GDPR, FINRA, FOIA, SOX, PCI DSS and other regulations

Services we can backup include:

- Office 365 Exchange Online, SharePoint and OneDrive for Business
- VMware vSphere and Microsoft Hyper-V
- Microsoft Exchange, SQL Server, SharePoint and Active Directory
- Windows and Linux servers

3. Customer Case Study – Tavistock & Portman NHS Foundation Trust

The Initial Challenge

ARO undertook an analysis of the disaster recovery preparedness at Tavistock & Portman NHS Foundation Trust ahead of significant power and building works in January 2022. We identified that the main cause of concern with the IT systems and infrastructure was continued access to one file server. This was deemed the most critical server and required a DR solution to ensure data was not lost and users could continue to access their stored data in the event that power was not restored correctly.

The Solution

ARO's solution was to replicate the file server within ARO cloud infrastructure and copy data from the file server across existing WAN links. File and data replication was implemented to ensure both file servers remained synchronised. Backup of the file server was also activated to protect against data corruption or accidental deletion.

The solution was delivered as follows:

1. Build a replica Microsoft File Server (14TB repository) on ARO cloud infrastructure
2. Set up and configure network connectivity across WAN links
3. Implement Robocopy data migration from the Tavistock & Portman site to ARO
4. Implement Microsoft DFS data replication service
5. Create, run, and test the backup schedule

The Outcome

The disaster recovery solution was a success and staff were able to continue working as planned throughout the power test. The infrastructure has been maintained and continues to be utilised as an active disaster recovery solution.

Customer Testimonial

"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

4. Making Innovation Happen

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.

Originally spun out from the University of Liverpool, we have continued to build strong ties with academic institutions which is evidenced through our market- leading Trustworthy Research Environment (TRE), which we have provided for a number of top-ranked UK Universities.

Our track record for providing intelligent solutions for NHS Trusts and CCGs is also proven. Through various services ranging from M-Cloud, our specialist virtual desktop infrastructure which continues to enable staff at NHS Tavistock and Portman to work flexibly; to OpenCARE, a world-leading AI precision tool for cardiovascular care developed in partnership with Barts Health NHS Trust and University College London.

Whether we are facilitating cancer research on sensitive data sets, providing managed network solutions for NHS Trusts or collaborating to develop an AI system to predict mental health crisis, innovation is something we continue to aspire towards.

5. Accreditations and Certifications

ARO maintains a range of certifications demonstrating its approach to data security, governance, and compliance. These align with the accreditations referenced within the existing service definition and supporting documentation.

- 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).

6. Unrivalled flexibility with Cloud Credits.

What are Cloud Credits?

Our Cloud Credit option allows organisations to purchase ARO Cloud Credits upfront, and redeem them against any ARO cloud services over a mutually defined period. This allows organisations to commit their CAPEX or budgetary spend in advance, with usage deducted from their cloud credit balance until depleted.

What are the benefits?

Any urgent IT work can be carried out instantly, without purchase orders and other delays. Cloud Credits roll over to the subsequent financial year. Organisations benefit from savings of 5% when buying Cloud Credits, compared with purchasing services on an adhoc basis. Cloud Credits can be spent on any combination of ARO G-Cloud services.

7. Support Services

Expert support available at all times.

In-line with our efforts to provide exceptional services to our clients we have recently redeveloped our support services. To provide transparency and flexibility we have classified our offerings into modules.

Standard Support

This is a collection of core support elements for ARO-built infrastructure ensuring the smooth running of services, security, and maintenance of servers which is recommended to all clients as standard:

- System admin
- Anti-virus

- Basic network management
- User access management
- Firewall rule changes
- Server file level restores

Premium Support

Premium support encompasses all services not included in Standard Support. Examples of this include: patching, vulnerability scanning and uptime monitoring.

The application of pre-paid days in advance is more cost and time effective, proving to be a more suitable option in a time-sensitive situation.

Pre-Paid Days

Purchased in blocks of 8 hours per day, pre-paid days are used for required works which is out of scope of standard support. For example:

- Remote hands and eyes
- Engineer investigation work
- Engineer professional services
- Out of hours data centre access

8. Out of Scope – Physical Infrastructure

References to supplier-owned or operated data centres, buildings, locations, physical security controls, or facilities are provided for contextual assurance only. Physical infrastructure and hosting services are outside the scope of G-Cloud 15 Lot 2a and are not included however they are the foundations for us to provide this service.

ARO's Secure Cloud Facility

We own and operate our own Tier 3 equivalent enterprise class data centre (Kilby House) on our Liverpool Innovation Park Campus.

This is supported by industry leading Service Level Agreements in terms of uptime (99.9996% - which is equivalent to an annual downtime of less than 5 minutes), response and resolution with a 24/7 365 manned UK service desk.

Diverse, secure and robust internet, HSCN, MPLS and direct connectivity is available and we can deliver services to you within days.

The Location

ARO is located within a purpose-built technology park, surrounded by secure fencing with a single point of entry. Security guards monitor external CCTV, and patrol the perimeter frequently.

Data Centre Access

Upon entering the data centre, visitors are presented with the multi-layered access control method (swipe card and a 4 digit passcode).

There are 4 layers of security for DC access, the foyer, anti-tailgating area, data centre entrance and combination locks on each rack.

Surveillance and CCTV

All clients have accompanied and restricted 24/7 access with prior approval. ARO provides constant and complete CCTV surveillance across the site.

Connectivity

ARO Net

The ARO Data Centre is an integral part of the ARO Net nationwide network.

ARO Net allows high bandwidth-resilient connectivity options to national peering locations, giving access to all the main global internet providers and carriers, and the ability to establish cloud connections quickly and easily (e.g. Azure Express Route, AWS Direct Connect).

Internet Connectivity

ARO is a full member of RIPE, allowing us to operate as a Local Internet Registry (LIR) under the Autonomous System (AS) number: 48954. Being an LIR allows us to:

- Make IP assignments to our clients
- Digitally certify our Internet number resources
- Request IPv4 and IPv6 address space, AS numbers and related services

The following providers have fibre connectivity onsite at the ARO data centre:

- BSO
- LCR:Connect
- HSCN
- BT Openreach
- Virgin Media Business
- Vodafone

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