



Pure Cloud Solutions (PCS) - Service Definition – Datto Business Continuity and Disaster Recovery (BCDR)

Service overview

This service provides fully managed Business Continuity and Disaster Recovery (BCDR) to protect business critical systems against data loss, cyber incidents, outages, and infrastructure failure. The service enables rapid backup, secure off site replication, and cloud-based recovery to ensure continuity of operations during disruptive events.

Service scope

The service protects physical and virtual servers, desktops, laptops, and workstations. It delivers image-based backups, rapid recovery options, and cloud virtualisation to temporarily replace impacted production infrastructure when required.

Key service features

- Continuous image-based backup of protected devices
- Local and cloud-based recovery options
- Instant cloud virtualisation for disaster recovery
- Automated disaster recovery runbooks
- Secure VPN and port forwarding access to recovery environments
- Regular disaster recovery testing
- Centralised monitoring and alerting
- Encrypted data at rest and in transit

Service benefits

- Minimised downtime during incidents
- Improved cyber resilience and ransomware recovery

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- Predictable recovery outcomes
- Reduced operational and financial impact of outages
- Demonstrable disaster recovery readiness

Deployment model

The service uses a hybrid cloud model. Data is captured on premise or within private cloud environments and securely replicated to cloud infrastructure for off-site storage and recovery.

Data storage and residency

Backup data is stored and processed in UK or EU data centres, subject to customer selection and service availability. Data residency is defined during service onboarding.

Security and compliance

The service uses encrypted backups, secure access controls, audited data centre facilities, and regular independent security testing. Physical and logical security controls are applied across all components of the service.

Service access

Administrators access the service through a secure web-based management portal. A lightweight agent is installed on protected devices. End users do not directly access the platform.

Customisation

Customers can customise backup schedules, retention policies, recovery options, network settings, and disaster recovery runbooks within defined service parameters.

APIs

Limited APIs are available for monitoring, reporting, and integration. Core configuration and recovery actions are performed through the management portal.

Service constraints

The service requires supported operating systems and compatible hardware or virtual environments. Backup and restore performance may be affected by available network bandwidth. Some features depend on licensing tier.

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Availability and resilience

The service is designed for high availability using redundant infrastructure and geographically separated data centres. No fixed uptime percentage SLA is provided. Service credits or refunds are managed through contractual agreements.

Support and onboarding

The service includes onboarding support, configuration assistance, and ongoing operational support. Documentation and guidance are provided to administrators.

Offboarding and data export

On contract termination, customers can recover their data in original file system formats or standard virtual disk formats. Support is provided to assist with data extraction and transition.

Service management

The service is continuously monitored, with alerts and reports available to administrators to support operational oversight and assurance.

For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

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