

BlackBox Hosting Cloud Services

Bespoke, Private, UK Sovereign Cloud solutions

BlackBox Hosting

BlackBox Hosting is a UK-sovereign private managed cloud provider delivering secure, high-performance cloud services under a transparent fixed-price model, enabling significant cost savings compared to public cloud. We are 100% carbon neutral, independently verified by BSI under ISO 14068.

Our managed cloud services are designed for organisations that require consistent performance, security, and scalability. Yearly benchmarking demonstrates performance advantages of up to 50% compared to public cloud platforms. All services are hosted and operated entirely in the UK.

We provide more than infrastructure. Our experienced architects and engineers design, deliver, and manage resilient IT platforms, removing the operational burden of running complex environments. Services include managed cloud hosting, security, connectivity, backup, disaster recovery, and consultancy.

Solutions are tailored to customer requirements and combine high availability, flexibility, and value for money, underpinned by deep technical expertise. Flexible contract options allow customers to evolve their environments over time, including transitions between co-location and cloud.

Our network design and facilities have consistently delivered over 99.999% service availability for our customers.

Zero Carbon Committed

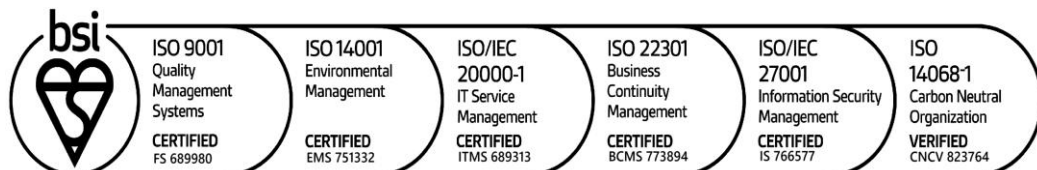
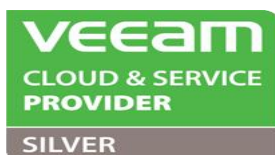
We are a carbon-neutral cloud provider independently verified by BSI under ISO 14068. All carbon emissions generated by our services are measured and offset annually.

We recognise the environmental impact of digital services and our platform helps reduce our customers' environmental footprint.

To support this commitment, we operate an ISO 14001-certified system and maintain ISO 14068 verification as part of our ongoing sustainability programme.



Our affiliates



Key Features and Benefits

- Private UK-sovereign cloud services delivered under managed SLAs
- Predictable fixed pricing with transparent billing
- Highly available infrastructure with resilient design
- 99.999% network connectivity availability
- High-bandwidth connectivity with physically diverse routing
- Integrated backup, disaster recovery, and business continuity
- Next-generation firewalls and DDoS protection
- A dedicated team of expert engineers
- High-performance NVMe storage platforms
- Certified management systems and security accreditations
- ISO 9001, ISO 14001, ISO/IEC 20000-1, ISO 27001 and CSA STAR Level 2 certified
- Cyber Essentials Plus certified
- Scalable, resilient platforms designed to evolve with customer requirements
- Included professional services
- Microsoft licensing rental model meaning you only pay for the licences you require
- Template creation for quick deployment of VMs
- Complete flexibility, allowing you to use only the resources you need and to increase them as necessary with real-time upgrades
- Flexible and straightforward contract offerings available

Trial

We offer a trial service to allow customers to evaluate the platform prior to full production use. A dedicated Solutions Architect works with customers to understand requirements and design a suitable environment.

The trial includes environment build, testing of connectivity, security controls, and virtual machines. Trials are provided for 30 days, with longer periods considered by agreement. At the end of the trial, customers can transition seamlessly to a production environment.

- Complete environment testing from connectivity to firewalls and VMs
- Trials are available for 30 days; longer periods can be discussed
- Available to new and existing customers
- Seamless transition from trial to production environments
- At the end of your trial, your Account Manager will contact you for feedback on the cloud platform

We are confident that our cloud platform will meet your requirements and exceed your expectations.

Complete migration services

Migration services are delivered through a structured and managed approach. Each migration is fully scoped, with a technical design and cutover plan agreed in advance. Performance, accessibility, and security are tested post migration to ensure services operate as expected.

Disaster Recovery as a service (DRaaS) and Backup as a service (BaaS)

Easy, flexible and fully secure DR without breaking the bank. Centralised remote monitoring and management capabilities. Flexible backup of endpoints, no matter where they reside. Direct-to-cloud backup storage for scalable lower-cost backup. Options such as Tape as a Service to help meet compliance requirements for data archiving and retention.

Data security

All data is stored in UK Tier 3+ data centres. Data transfers between sites are carried over dedicated private network links. Security controls are aligned to recognised standards and supported by continuous monitoring and regular assurance activities.

Virtual Services

House your virtual servers in our high-performance private cloud, delivering secure, resilient infrastructure hosted entirely in the UK. The platform provides enterprise-grade compute, storage, and networking designed for consistent performance, low latency, and high availability. Virtual services are fully managed by experienced engineers and can be tailored to customer requirements.

Service Levels

All customers receive the same high level of service regardless of environment size. Service levels are defined contractually and supported by service credits where targets are not met. Service availability has consistently exceeded agreed SLA levels year on year.

Data Back-Up, Data Restoration and DR

We only use enterprise Pure Storage NVMe fibre channel storage allowing for superfast I/O performance together with a complete fault-tolerant solution.

Backups are delivered using enterprise-grade storage platforms and a fully managed 3-2-1 strategy. Backup scope, schedules, and retention are agreed during onboarding. We regard restorations as a high priority and are always initiated within an hour of the request being received.

Disaster recovery supports recovery point objectives of up to one second, with recovery time SLAs ranging from four to twenty-four hours.

Restore times of backups are confirmed once your environment has been deployed but typical times are:

- Restoration of a file: Up to 1 hour
- Restoration of a VM: Up to 4 hours
- Restoration from offsite data: Up to 8 hours

We offer a variety of backup options so that you can choose the right solution for you:

- Daily snapshots of VMs
- Weekly, differential and reverse incremental backup plans
- Varying retention periods from 14 days to 6 years
- Backup copy and real-time replication between our data centres using a dedicated point-to-point link and encryption
- Secondary data centre outside of the primary London Blast Zone
- Deduplication technologies to enable quicker backup and restore times
- Backup tests can be performed as required
- Backup reporting and analysis
- 3-2-1 backup strategies involving onsite, offsite and archiving of data
- Offsite encrypted tape storage

In conjunction with the backup and disaster recovery plans, the cloud services platform runs on the latest hypervisor technology enabling the use of Fault Tolerance (FT) and Distributed Resource Scheduler (DRS) to ensure VMs are kept running during physical host failures and balanced for performance. The days of noisy neighbours are gone.

The following features are deployed as standard:

- All network routes are multipath with diverse routing
- All storage is run on dedicated Fibre Channel (FC) with multipathing

Security

Endpoint protection is provided using ESET security technology, delivering multi-layered defence across hosted servers. Capabilities include real-time threat detection, botnet communication monitoring, and ransomware protection to detect and block malicious activity.

Application control can be enabled to restrict software installation and execution to approved applications only. Continuous patch management is applied to reduce exposure to known vulnerabilities. User access, authentication, and administrative actions can be logged and audited in line with customer and compliance requirements.

Virtual Routing and Firewalls

By ensuring packets are only routed between interfaces on the same VRF, we improve both security and network functionality within each environment. The platform supports virtual firewalls with IPS, IDS, DLP, AV, and web proxy functionality, which can be configured according to customer requirements to provide multi-layered security.

DDoS Mitigation

BlackBox Hosting Cloud utilises a complete DDoS protection solution based on detection, diversion, verification and forwarding of malicious traffic to ensure total protection.

Intrusion Prevention System

Using Fortinet FortiGuard technology, our cloud provides intrusion prevention and industry leading threat intelligence with no impact on performance or network latency.

Penetration Testing

Penetration testing is performed to identify vulnerabilities and is run annually by an impartial third party. This allows us to maintain a secure environment for our customers and carry out regular risk assessments on platform vulnerabilities.