



JOSKOS SOLUTIONS

Service Definition

Document

JKloud Backup-as-a-Service

2026



bett | AWARDS
2024
• A Hyve Event

WINNER

Technical IT Support or Service

BETT AWARDS WINNER 2024
BETT AWARDS WINNER 2023

Collaboration with a School

BETT AWARDS WINNER 2022



Contents

Document Version Log	2
Service Overview	3
2. Scope of Service	3
3. Security and Compliance	3
4. Microsoft 365 Data Protection	3
5. Service Management & Monitoring	4
6. Service Levels and Availability	4
7. Onboarding and Implementation	4
8. Service Dependencies	4
9. Exit and Data Retrieval	4

Document Version Log

Date	Revision	Approved By	Description of Change
16.01.25	V1.0	Sonny Sharma	Reviewed



Service Overview

The Joskos JKloud Backup-as-a Service platform provides a fully managed cloud-first backup and disaster recovery service, designed to protect servers, workstations and Microsoft 365 data across education and public sector environments.

The service delivers secure, automated backups with flexible recovery options, managed centrally by Joskos and underpinned by N-able's globally distributed, ISO-certified cloud infrastructure. It is designed to reduce the cost, complexity and operational overhead typically associated with data protection, while maintaining high levels of resilience, security and recoverability.

Cove is provided as a Software as a Service (SaaS) offering and is managed through a single web-based dashboard by Joskos' operational teams.

2. Scope of Service

The Joskos N-able Cove service includes:

- Cloud-first backup and recovery for:
 - Physical and virtual servers
 - Workstations
 - Microsoft 365 data (Exchange, OneDrive, SharePoint)
- Centralised backup management via a single web console
- Secure off-site cloud storage included as part of the service
- Flexible recovery options including file-level, full system and bare-metal recovery
- Ongoing monitoring, management and reporting by Joskos

3. Security and Compliance

- AES-256 encryption for data in transit and at rest
- Optional customer-managed encryption keys
- ISO-certified data centres, including ISO 27001 and ISO 9001 (by location)
- Role-based access control
- Mandatory multi-factor authentication for administrative access

4. Microsoft 365 Data Protection

- Backup and recovery for:
 - Exchange Online
 - OneDrive
 - SharePoint
- Centralised management alongside server and workstation backups
- Retention of Microsoft 365 data for up to seven years
- Storage included within the service, subject to fair-use limits



5. Service Management & Monitoring

Joskos provides the service via a web-based Management Console, providing:

- Centralised visibility of backup status
- Proactive monitoring and alerting
- Automated and on-demand reporting
- Remote management of backup agents
- Bandwidth throttling to protect production systems during working hours

6. Service Levels and Availability

- Backup operations run automatically according to agreed schedules
- Management console available 24x7
- Recovery operations available on demand
- Support provided by Joskos during agreed support hours, aligned to the customer's contract

7. Onboarding and Implementation

Joskos provides a structured onboarding approach including:

- Initial service design and scoping
- Deployment of backup agents using defined profiles
- Configuration of backup schedules and retention policies
- Validation testing of backup and recovery
- Handover into steady-state managed service

8. Service Dependencies

- Internet connectivity for cloud backup operations
- Supported operating systems and applications
- Appropriate administrative access for deployment and configuration

9. Exit and Data Retrieval

At contract end, Joskos will support:

- Secure retrieval of backup data
- Export or transfer of data where technically feasible
- Secure deletion of retained data in line with agreed retention and data protection requirements

PEOPLE FIRST

RESULTS ORIENTED

INNOVATION

SERVICE FOCUSED

MAKING A DIFFERENCE



Crown
Commercial
Service
Supplier

YPO

EVERYTHING
ICT

 **Microsoft**
Solution Provider

 **Google**
Partner



Citation ISO Certification

ISO
27001: 2022

Information
security
management

REGISTERED

Certificate
No:449342024

JOSKOS SOLUTIONS
BUILDING 11
BURFORD RD
LONDON
E15 2ST

www.joskos.com 