CIRRO

DR Data replication and protection
Veeam backup

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Service Name

Backup

We will deliver a Veeam-powered backup and restore service designed to provide you with complete resilience, compliance, and peace of mind. All data will be securely backed up across geographically diverse UK sites in Manchester and Fareham, ensuring continuity even in the event of regional disruption. Our solution protects against data corruption, cyber incidents, and accidental deletion, while also enabling point-in-time rollback, compliance-driven data interrogation, and full disaster recovery into the Fareham DR site if required.

Backups will operate at system, application, and file level, with flexible schedules and the ability to retain critical backups indefinitely. Recovery is rapid and granular, from individual files to entire servers, with RTOs aligned to your needs. All backup data is encrypted end-to-end, fully GDPR compliant, and includes dedicated protection for SaaS applications such as Microsoft 365. Regular automated verification and live recovery testing guarantee that services can be restored promptly when needed.

This approach ensures your ICT services remain secure, compliant, and recoverable in any scenario, while also providing confidence that critical data will always remain accessible and under North Star's control.

Data Storage and Geographic Diversity

All backups will be stored in geographically diverse UK-based data centres. The primary site will be our facility in Manchester, with replication to our secondary Disaster Recovery (DR) site in Fareham. Both facilities are Tier 3 standard, ISO 27001 certified, and fully resilient, ensuring that data is always retained within the UK in line with GDPR and sector compliance requirements.

Recovery Scenarios

The solution supports rapid recovery for a range of scenarios, including:

- **Data corruption**: Immediate restoration from clean Veeam restore points.
- **Business rollback**: Point-in-time recovery to an earlier dataset for operational requirements.
- **Cyber incident recovery**: Immutable Veeam backups prevent ransomware encryption and allow clean recovery.
- **Compliance/audit requests**: Granular file- and object-level recovery enables efficient data interrogation.
- **Business continuity invocation**: Entire systems can be restored into the DR environment at Fareham, supporting service continuity during major incidents.

Backup Levels and Schedule

Backups will be configured across multiple levels:

- **Full system image backups** to enable bare-metal recovery.
- **Incremental backups** optimised for efficiency, reducing storage and backup window.

- **Snapshots** for near-instant VM and application-level protection.
- **Application-consistent backups** for SQL Server, Active Directory, Exchange, SharePoint, and other critical workloads.

Schedules will align your RPO/RTOs: daily incremental backups, weekly fulls, and continuous snapshots for mission-critical services. Veeam's flexible policy engine also supports long-term retention, including indefinite retention of specific backups for compliance purposes.

Access to Data at Contract Termination

At contract termination, we will ensure North Star has full access to all backup datasets. Using Veeam's export features, data can be delivered in open, portable formats such as VHD/VHDX for system images, PST for Exchange, and BAK for SQL. Datasets can be securely exported to encrypted portable media or cloud storage, ensuring continuity and enabling straightforward handover to the customer or a successor MSP.

Recovery Capabilities

Veeam provides recovery at all levels of granularity:

- **Individual files and folders** recovered within minutes.
- **Specific databases** restored to precise points in time.
- **Individual applications** recovered with application-consistent integrity.
- **Selected elements** such as mailboxes, SharePoint sites, or OneDrive accounts.
- **Full systems** including servers or entire virtual estates restored to the Manchester production site or Fareham DR site.

This ensures recovery can be tailored to the business scenario and severity of incident.

Recovery Time Objectives (RTOs)

Innovate confirms we can meet the RTOs stated in the SoR. Using Veeam Instant VM Recovery, critical services can be restored in under 4 hours, major business applications in under 8 hours, and all other systems within agreed maintenance windows.

GDPR and Data Protection

Backup data is encrypted end-to-end using AES-256. Data is encrypted both in transit and at rest, ensuring compliance with GDPR and Cyber Essentials Plus. Access to backup data is role-based, logged, and monitored, ensuring full auditability. All data remains within the UK at Manchester and Fareham.

SaaS Application Backup (Microsoft 365)

SaaS applications, including Microsoft 365 (Exchange Online, SharePoint, OneDrive, and Teams), will be backed up using Veeam Backup for Microsoft 365. This protects against accidental deletion, malicious activity, or gaps in Microsoft's own retention. Recovery is available at mailbox, message, file, or site level, ensuring rapid and compliant restoration of user data.

Backup Testing

Backups are regularly validated and tested. Automated Veeam SureBackup jobs confirm the recoverability of backup sets, while manual recovery drills are conducted monthly to test random file/database restores. Full disaster recovery simulations, including live failover to Fareham, are run annually. Results are documented and shared with North Star in monthly service reports and quarterly reviews.

Our Veeam-based backup and restore service, supported by geographically diverse UK data centres in Manchester and Fareham, provides you
with a highly resilient, secure, and compliant solution. With encryption, immutable storage, SaaS coverage for Microsoft 365, and proven disaster recovery capability, the solution ensures that North Star can rapidly recover from any scenario—whether cyberattack, system failure, or data corruption. Continuous testing, GDPR compliance, and robust exit arrangements provide further assurance that North Star's critical data will always remain safe, accessible, and under control.

Case Studies – Charity Commission Case Study and DB Foods Case Study