

Service Definition Document

Disaster Recovery Overview and Data Backup Processes

Pitchbooking Ltd's Disaster Recovery Plan (DRP) is a comprehensive framework designed to ensure the resilience and swift recovery of its services in the event of a significant disruption. The DRP is anchored in clear objectives to minimise the impact on business operations and to restore services to full functionality as quickly as possible. It outlines the technical recovery steps essential for dealing with various disaster scenarios, focusing on immediate mobilisation, technical priority setting, and staged restoration.

The DRP's scope is limited to technical recovery, working in tandem with broader business continuity strategies. It emphasises a structured approach to disaster recovery, dividing the process into three key phases: Response, Resumption, and Restoration. Each phase is meticulously planned to address different aspects of the recovery process, ensuring a comprehensive and efficient response to incidents.

A crucial element of the plan is the identification and roles of key personnel, including the CEO, CTO, and COO, who are responsible for executing the DRP. This ensures a coordinated and effective management of recovery operations.

The Response Phase involves initial actions taken across all issue types, swiftly moving to the Resumption Phase to tackle the specific incident. This phase includes implementing bespoke recovery plans, monitoring progress, and communicating with all necessary personnel and users affected by the disruption.

In the Restoration Phase, operations are rolled back to a stable state, confirmed for successful operation post-rollback, and customers are notified of the resolution. Support is organised to assist with any subsequent issues.

Additionally, the DRP outlines a 'monitor status' approach for situations where the issue lies with external parties, ensuring timely updates to clients.

The Back Up Policy is a key part of the DRP, detailing the rigorous procedures for backing up critical data on AWS Postgres, including continuous physical backups and WAL files stored on S3. This policy underscores Pitchbooking Ltd's commitment to data integrity and availability, leveraging AWS's robust infrastructure for optimal resilience. The policy is enforced by the CTO, highlighting the organisational priority placed on data security and recovery readiness.

Onboarding and Offboarding Support

Our onboarding process is designed to ensure a smooth transition for our clients, providing comprehensive training, resource materials, and dedicated support teams to assist with setup and integration. Offboarding is equally streamlined, ensuring data is securely transferred or deleted as per client requirements. We offer personalised guidance throughout both processes, ensuring a seamless experience for users.

Service Constraints

Our service operates within defined maintenance windows to ensure updates and enhancements are applied with minimal disruption. Customisation levels are tailored to maintain the integrity and security of the service while meeting client needs. We communicate any service constraints clearly in advance, ensuring transparency and planning.

Service Levels

We commit to high service levels, offering excellent performance and availability. Our support hours are extensive, with options for 24/7 assistance for critical issues. We monitor service performance continuously, aiming for optimal operation and minimal downtime.

After Sales Support

Our after-sales support includes access to a dedicated team, ongoing training opportunities, and regular updates. We focus on maintaining a strong relationship with our clients, offering assistance and resources to ensure continued satisfaction and optimal use of our service.

Technical Requirements

Clients need to meet minimal technical requirements to ensure compatibility and optimal performance of our service. These include specific operating systems, browser versions, and network configurations. We provide a detailed list of requirements and assist clients in preparing their systems for integration.

Outage and Maintenance Management

We proactively manage outages and maintenance, ensuring clients are informed well in advance of scheduled maintenance or any unexpected service interruptions. Our approach minimises impact on operations, with strategies in place to restore services rapidly in the event of an outage.

Hosting Options and Locations

Our service is hosted on secure, scalable cloud infrastructure, with multiple hosting options available to suit different regulatory and performance needs. Hosting locations are strategically selected to ensure compliance with data sovereignty laws and to optimize service performance.

Access to Data (Upon Exit)

Upon service termination, clients are provided with options to retrieve their data in standard formats, ensuring no data is lost or inaccessible. We ensure a smooth transition, with support available to guide clients through the data retrieval process.

Security

Security is paramount in our service offering, with robust measures in place to protect client data and ensure the integrity of our platform. This includes regular security assessments, compliance with industry standards, encryption of data in transit and at rest, and strict access controls. We are committed to maintaining the highest levels of security to safeguard our clients' information.