

848

Recover

Service Definition

Secure Business

Version 0.6 | September 2026



Driven by **people.**



Powered by **intelligence.**



Value chain **led.**

1. Service Overview

Recovery confidence depends on knowing which services matter most and whether the organisation can restore them under realistic conditions. Plans can become out of date as systems and responsibilities change. Recover helps customers define recovery priorities, assess readiness and use evidence to strengthen resilience over time.

Recover sits within The Secure Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From business need to usable capability

Business impact informs recovery objectives. Those objectives guide plans and selected exercises, while evidence from reviews shows where capability needs attention. The service gives leadership a clearer basis for deciding which resilience improvements to fund and who should own them.

Respond coordinates activity around a security incident; Recover concentrates on continuity and restoration readiness. The Intelligent Core can provide separately commissioned platform recovery engineering. Together, these services connect business priorities to the technical and operational conditions needed to resume service.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Continuity and recovery planning	Business impact analysis and dependency mapping inform recovery objectives and documented plans. The output guides future recovery activity; backup configuration and test execution are separate elements.
Resilience validation	Selected tabletop or technical simulations assess existing recovery processes against agreed objectives. Findings expose gaps in readiness; recovery tooling changes and ongoing failover support are separate.
Maturity benchmarking	Evidence reviews produce resilience scorecards and a prioritised roadmap. Periodic reassessment can track progress where selected; technical testing is outside this element.
Assurance and improvement programme	Periodic reviews keep the agreed continuity and security documentation current and track improvement actions. The programme supports readiness insight, with technical remediation and formal certification separate.
Continuous assurance	Selected Microsoft telemetry supports recurring assurance reporting and trend visibility. This is an assurance service, with live SOC alert handling and incident response separately contracted.
Executive assurance reporting	Agreed dashboards and reporting packs translate resilience and control evidence into information leadership can use. The selected reporting cycle establishes visibility of risks and actions.
Cultural and behavioural uplift	Targeted workshops and communications reinforce responsibilities for secure and resilient working. Baseline and follow-up feedback assess progress; phishing simulation and learning-platform administration are separate.

Dependencies and exclusions

Recovery planning and assurance do not include rebuilding systems or operating a disaster recovery service. Exercises use the existing recovery capability and the approved test conditions. Technical recovery configuration, live restoration and implementation of improvement actions require explicit separate scope. Reporting supports customer oversight and does not confer certification or guarantee recovery under every incident condition.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Confirm business recovery priorities

848 reviews critical functions and service dependencies with business and technical owners. The current-state evidence establishes the recovery expectations to assess. Customer stakeholders validate priorities and identify the information needed to support the selected work.

Develop or review the recovery arrangements

For planning engagements, 848 documents the relevant continuity and recovery workflows. Assurance work reviews existing plans and supporting evidence. Gaps are related to business impact so the customer can understand the consequences of incomplete arrangements.

Validate the selected capability

Where commissioned, 848 coordinates agreed simulations or recovery validation sessions. The customer makes the required participants and existing technical capability available. Findings record what was demonstrated, the test conditions and any limitations affecting the result.

Translate evidence into improvement

848 presents the findings and a prioritised recommendation or roadmap. Recurring assurance tracks agreed actions and updates the selected reports. Customer owners decide which remediation or engineering work proceeds and remain accountable for sustaining recovery capability.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Recovery priorities and plans	Records business impact, dependencies and the selected continuity or recovery procedures.
Validation and maturity findings	Shows the evidence reviewed or exercises completed, including gaps and implications for readiness.
Assurance reports and improvement roadmap	Gives operational and leadership audiences a view of priorities, action ownership and progress.

4.2. Working with 848

Business owners define critical functions and recovery expectations. Technical teams explain dependencies and support selected exercises. Leadership considers the findings and assigns improvement priorities.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

The customer reviews plans against agreed priorities and exercises against their defined objectives. Reports preserve the scope and conditions of evidence collection. Maturity findings and actions are validated with relevant stakeholders.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	Current continuity documentation and system dependency information are required. Technical exercises depend on available recovery tools, approved windows and customer staff able to participate safely.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Periodic reviews can track action completion and changes in recovery readiness. Customer teams update operational arrangements as systems change. Further engineering or exercises are commissioned according to the gaps identified.

4.6. Handover and Exit

848 explains the selected plans and findings to their future owners. The customer retains the maintenance cycle and unresolved recovery actions, or confirms which recurring assurance activities continue under contract.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.