Econocom Storage-as-a-Service (STaaS) — Service Definition

1) Service Overview

Econocom's Storage-as-a-Service provides scalable, enterprise-grade storage capacity delivered as a fully managed service on an OPEX subscription model. It can be deployed on-premises, in the cloud, or as a hybrid solution to match workload, compliance, and cost objectives. [

Key value: predictable costs, rapid scalability, simplified operations, strong security/compliance posture, and a sustainability-first approach. [

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2) In-Scope Deliverables

- **Managed storage capacity** sized to current need with ability to expand on demand (no over-provisioning).
- **Service management** (monitoring, incident handling, routine admin) delivered by Econocom.
- **Deployment options:** on-premises, cloud, or hybrid architectures.
- **Security & compliance controls:** enterprise-grade encryption and policy-driven governance.
- **Pan-European support** for multi-country operations.
- **Sustainability considerations** (efficient hardware usage, lower energy consumption alignment).

Out of Scope (available on request)

- Application/data migration services beyond standard onboarding.
- Non-storage infrastructure redesigns and bespoke integrations not covered by standard service.
- Vendor-specific advanced features that require separate licensing or professional services (to be quoted).
  (These exclusions frame the managed storage service; add/alter as needed for your commercial policy.)

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3) Features

- **Flexible OPEX model** (pay-as-you-grow).
- **On-demand scalability** without refresh cycles or over-provisioning.

- **Fully managed by Econocom**, reducing day-to-day burden on IT.
- **Hybrid deployment** (on-prem, cloud, hybrid) for workload fit and control.
- **Security & compliance**: encryption and policy-driven controls with data-location control.
- **Vendor-agnostic integration** to avoid lock-in and support future-proofing.
- **Pan-European support** for consistent operations across countries.
- **Sustainability-first approach** to support ESG goals.

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4) Benefits

- **Predictable costs** aligned to actual usage.
- **Improved agility** to handle unpredictable data growth.
- **Reduced operational overhead** with full management by Econocom.
- **Enhanced security/compliance** with encryption and data-location control.
- **Sustainability gains** through optimised infrastructure and energy usage.
- **Faster time-to-value**: start small, scale quickly with minimal setup.

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5) Target Customers & Use Cases

Industries: Media & Entertainment, Finance, Healthcare, Public Sector, Legal, Education.
Ideal profiles: Medium to large enterprises experiencing rapid or unpredictable data growth or looking to shift from CapEx to OPEX.

Typical scenarios:

- Unstructured data growth (video, imagery, sensor data; 20%+ YoY).
- Hybrid strategies where certain data must remain on-prem for performance or compliance while leveraging cloud scale.
- Replacing/augmenting NAS/object storage with a managed, scalable service.

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6) Service Tiers & Options

(Tailor these to your offer; the document supports a managed model across deployment patterns.)

- **Standard**: Core managed storage capacity, monitoring, incident response, basic reporting.
- **Enhanced**: Adds advanced reporting, capacity planning workshops, monthly service reviews.
- **Premium**: Adds cross-site replication options, elevated SLAs, extended compliance reporting.

- **Add-ons**: Data migration services, backup/DR integration, object/NAS tiering strategies, residency-specific deployments.
  (The vendor-agnostic and hybrid capabilities enable flexible tiering and add-ons.)

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7) Roles & Responsibilities

Econocom

- Provide managed storage platform and capacity in agreed locations/deployments.
- Operate, monitor, and support the environment; handle routine admin and lifecycle tasks.
- Enforce agreed security controls (e.g., encryption, policy-driven access).
- Provide service reporting and reviews per tier. *(Tier-dependent—define within contract.)*

Customer

- Provide network connectivity, access, and any required environmental prerequisites (space, power, cooling for on-prem). *(Prerequisites are implied by on-prem/hybrid deployment.)*
- Nominate service contacts and participate in onboarding, change approvals, and reviews.
- Classify data and define retention/regulatory requirements to be observed by the service.

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8) Onboarding & Transition

- **Discovery & sizing workshop** to confirm capacity, performance profile, and data locality.
- **Deployment selection** (on-prem/cloud/hybrid), connectivity planning, and access model validation.
- **Initial provisioning** and baseline performance validation.
- **Optional migration assistance** (scoped and priced if required).
- **Handover** to steady-state service operations and reporting.

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9) Service Management & Support

- **Monitoring & incident management** operated by Econocom (SLA targets below).
- **Change management** for capacity increases and configuration updates via standard request process.
- **Reporting**: capacity, performance highlights, incidents/changes (frequency by tier).

Support coverage: Pan-European support; timezone and language arrangements set in the call-off.

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10) Security & Compliance

- **Encryption and policy-driven controls** as standard.
- **Data-location control** to support compliance and sovereignty requirements.
- **Access governance** aligned to least-privilege and audited administrative operations.
  (Specific frameworks—e.g., ISO, NIST—can be added to align with your certifications.)

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11) Service Levels (Illustrative)

(Confirm targets during contracting; below are typical managed-service SLAs.)

- **Availability (storage platform):** up to 99.9–99.99% per tier.
- **Incident response (P1/P2):** 15/60 minutes initial response; restoration per tiered target.
- **Provisioning requests:** capacity expansions within agreed lead times (e.g., 2–5 business days on-prem; near-instant for cloud tiers).
- **Reporting cadence:** monthly (Enhanced), bi-weekly (Premium).

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12) Pricing & Commercials

- **OPEX subscription** billed per usable capacity (and, where applicable, performance tier).
- **Scale up/down** with usage to avoid large upfront CapEx and reduce stranded capacity.
- **Commercial workshops** available to align cost models with finance/procurement.

(Insert your actual rate card, commit levels, and any burst/overage pricing.)

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13) Data Residency, Backup & DR

- **Residency & sovereignty** supported via on-prem or region-specific deployments.
- **Backup/DR** can be integrated as an add-on (e.g., replication between sites/cloud regions).
  (Scope and RPO/RTO targets to be defined per engagement.)

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14) Sustainability

- Service design promotes **lower energy consumption and optimised hardware usage**, contributing to ESG objectives.

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15) Exit, Handover & Data Return

- **Data export/transition** support at contract end to customer or nominated supplier.
- **Secure data wiping** of any Econocom-managed media per agreed standard after confirmation of successful handover.
  *(Aligns with the service's emphasis on control and compliance.)

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16) Assumptions & Dependencies

- Adequate **connectivity, power, cooling, and space** for on-prem deployments.
- Customer provides required **access and approvals** for environments and change windows.
- **Hybrid/cloud services** subject to the respective provider terms and network latency characteristics.

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17) Risks & Mitigations (Examples)

- **Unpredictable growth** → Mitigate via capacity headroom and regular planning reviews. [
- **Compliance changes** → Use data-location controls and adjustable policies; review quarterly.
- **Vendor lock-in concerns** → Vendor-agnostic approach and open migration paths. [

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18) Why Econocom

- **All-in-one partner** across workplace, infrastructure, AV, and finance, with **multi-vendor choice** and **local UK team backed by a €3bn European group**.
- **Pan-European support** and **sustainability leadership** (EcoVadis supply chain).