

G-Cloud 15

Service Definition

Wasabi Hot Cloud Storage

NG-IT

Lot 2a Infrastructure Software as a Service (iSaaS)

1. Introduction	3
Company Overview.....	3
Social Value	3
Overview of the G-Cloud Service	7
Associated Services	10
2. Data Protection	11
Information Assurance.....	11
Data Back-Up and Restoration.....	11
Business continuity statement/plan	12
Privacy by Design	13
3. Using the service.....	14
Ordering and Invoicing.....	14
Availability of Trial Service	14
On-Boarding, Off-Boarding, Service Migration, Scope etc.	14
Training	15
Service Management	16
Service Constraints.....	16
Service Levels	16
Outage and Maintenance Management.....	18
Financial Recompense Model for not Meeting Service Levels	18
4. Provision of the service	19
Customer Responsibilities.....	19
Technical Requirements and Client-Side Requirements.....	19
After-sales Account Management	20
Termination Process	20
5. Our experience	20
Case Study.....	21
Clients.....	22
Contact Details.....	22

1. Introduction

Company Overview

NG-IT are the UK's leading provider of next generation Private Cloud, Hybrid Cloud and Cyber Security services. We make digital innovation a reality by delivering flexible, always available, highly agile IT services using innovative, next generation technology solutions.

As a multi award winning business, NG-IT is dedicated to meeting the demands of today's business environment. Instead of taking legacy ideas, systems, processes, and technologies, we deliver an exceptional experience around the understanding, design, deployment, and management of next generation data centric and cyber security solutions.

It is critical to stay head of attackers, and our solutions work to identify both new technologies and new and emerging threats. At NG-IT, we understand how important these steps are to ensure that your business is secure against old and new Cyber security threats. This way we can improve your security posture, reduce the risk to your business and keep you where you should be - ahead of the cyber attackers.

NG-IT have deployed over 400 private cloud, hybrid cloud or cyber security solutions including migrating more than 60,000 applications and 32,000 TBs of data. Our professional services capability allows us to provide a full end to end service for our customers, to ensure a seamless working relationship from the initial engagement to the delivery of the chosen solution.

We continually review and assess leading and emerging technology vendors, and our expertise lends us to consider the best options for our customers. We've invested heavily in our people to bring you the very best working relationship and technical consultancy there is to offer.

Social Value

In an increasingly digital and fast-paced world, our Social Value Strategy reflects a deep commitment to people, communities, and the planet. We believe that technology should not only drive innovation but also foster trust, inclusion, and long-term wellbeing. Our legacy is built on a human approach, listening, guiding, and delivering solutions that leave lasting confidence.

Our mission is to be a trusted advisor and supplier of hybrid cloud, security, and data protection services. Our vision is to help businesses prosper through innovative technology, and our values centre on a customer-first culture powered by quality people.

Kickstart Economic Growth

Commitment

We support inclusive economic growth by investing in SMEs and VCSEs, promoting fair pay, and enabling local innovation through ethical procurement.

Initiatives & SMART Objectives

- SME & VCSE Spend Growth: Audit current spend and increase by 15% over 3 years, aligned with local authority targets.
- Fair Payment Code: Ensure 100% of suppliers are paid within agreed terms by Q4 2026.
- Metrics & Monitoring:
 - Regular audits
 - Supplier satisfaction surveys
 - Spend tracking via finance systems

Governance & Ownership

- Led by our Finance Department
- Reviewed annually

Make Britain a Clean Energy Superpower**Commitment**

We reduce our environmental footprint and promote sustainable digital practices that support the UK's Net Zero ambitions.

Initiatives & SMART Objectives

- Carbon Reduction Plan: We are currently gathering baseline data on our operational emissions to inform a measurable reduction strategy. Our goal is to identify key areas for improvement and set a science-based emissions reduction target by the end of 2026, with a focus on energy-efficient infrastructure and remote-first working practices
- Net Zero Roadmap: We are currently in the process of gathering baseline data on our carbon emissions across Scope 1, 2, and relevant Scope 3 categories. This data will inform the development of a science-based Net Zero strategy. Our aim is to set a formal Net Zero target by the end of 2026, including plans for verified offsetting of any residual emissions.
- ISO14001 Certification: Maintain certification through annual audits and continuous improvement.

Metrics & Monitoring

- Carbon accounting via Scope 1–3 reporting tools
- Annual sustainability reports
- Internal audits and external verification

Governance & Ownership

- Led by our Operations Manager
- Reported to the Board

Break Down Barriers to Opportunity

Commitment

We foster inclusion through education, skills development, and fair employment practices, empowering underserved groups and future talent.

Initiatives & SMART Objectives

- Digital Skills Outreach: Deliver workshops annually in underserved regions via charity partnerships.
- Careers Advice Programme: Provide virtual careers advice and mentoring to students from diverse backgrounds.
- Volunteering Leave: Provide 2 paid days per employee annually, with 80% uptake by 2026.
- Gender Pay Gap Transparency: Publish annual reports, regardless of company size.

Metrics & Monitoring

- Diversity metrics tracked via HR
- Workshop attendance and feedback forms
- Careers advice session participation and feedback
- Volunteering uptake reports

Governance & Ownership

- Led by Finance and HR and Management
- Supported by Management

Build an NHS Fit for the Future

Commitment

We contribute to a healthier workforce and community through mental health support, wellbeing initiatives, and responsible leadership.

Initiatives & SMART Objectives

- Able Futures Promotion: Increase internal awareness and usage by 30% over 12 months.
- MHFA Training: Train 10% of staff as Mental Health First Aiders by 2026.
- Wellbeing Surveys: Maintain 90% response rate and use feedback to shape quarterly wellbeing actions.

Metrics & Monitoring

- Programme usage analytics
- Training completion rates
- Survey dashboards and action logs

Governance & Ownership

- Led by our Wellbeing Lead and HR Manager
- Reviewed quarterly by the Employee Engagement Committee

This strategy aligns with:

- PPN 06/20: Delivering social value in procurement
- PPN 02/23: Carbon reduction plans and Net Zero
- PPN 09/21: Modern slavery risk assessments
- PPN 03/23: SME-friendly procurement practices

We ensure proportionality to contract size and maintain flexibility to tailor initiatives to specific project needs.

Overview of the G-Cloud Service

NG-IT take great care in selecting our service provider partners. We undertake a rigorous selection process that affords us the confidence to promote and justify Wasabi as our key partner for delivering Systems Infrastructure Software. Wasabi provides fast, affordable, and secure cloud object storage, making them the ideal partner for our customers to engage and trust as the service provider for this proposed solution.

The Solution

Wasabi Hot Cloud Storage

NG-IT have chosen to propose services from Wasabi to address the challenges of delivering and maintaining secure cloud object storage with predictable pricing and no hidden fees, enabling businesses to scale efficiently without sacrificing performance or security. Wasabi Hot Cloud Storage is a cloud-based object storage service, that has been created to be fast, simple, secure and affordable solution. It is a more efficient alternative to other cloud providers because of its predictable pricing and performance models. This means eliminating many of the hidden costs and complexity usually associated with traditional cloud storage services, while remaining fully compatible with widely used tools and workflows.

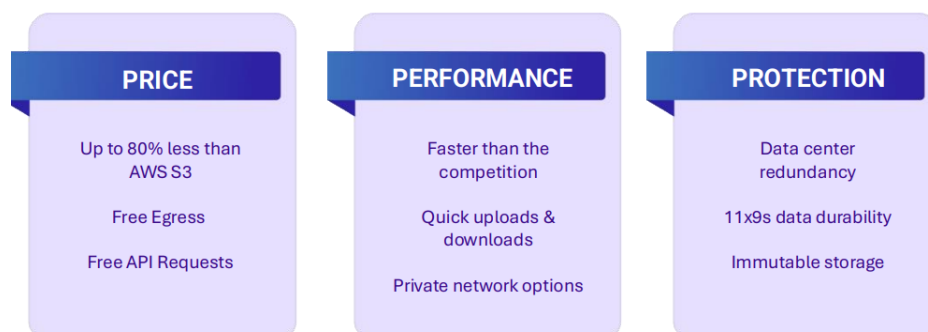
Cloud object storage – here you will be able to store large amounts of unstructured data, that can be backups, media files, logs, archives and any other objects that your organisation might have. These can be accessed over the internet, so, whenever an application or service needs a file, it can fetch it right away.

Single tier “hot” storage – whilst traditional cloud storage providers divide their technology into “hot”, “cool” and “cold” categories with different performances and pricing structures, Wasabi takes a different approach and keeps all data in one hot tier, that is immediately accessible with low latency. In practical terms, this translates to:

- Faster backups and restores – Your data are always ready
- Quicker access to files – You can access it instantly
- Better performance for applications that read and write data – There is no trade-off between speed and cost planning

As it's a hot tier, the storage data is always online and can be always accessed, and it is kept on high-performance infrastructure.

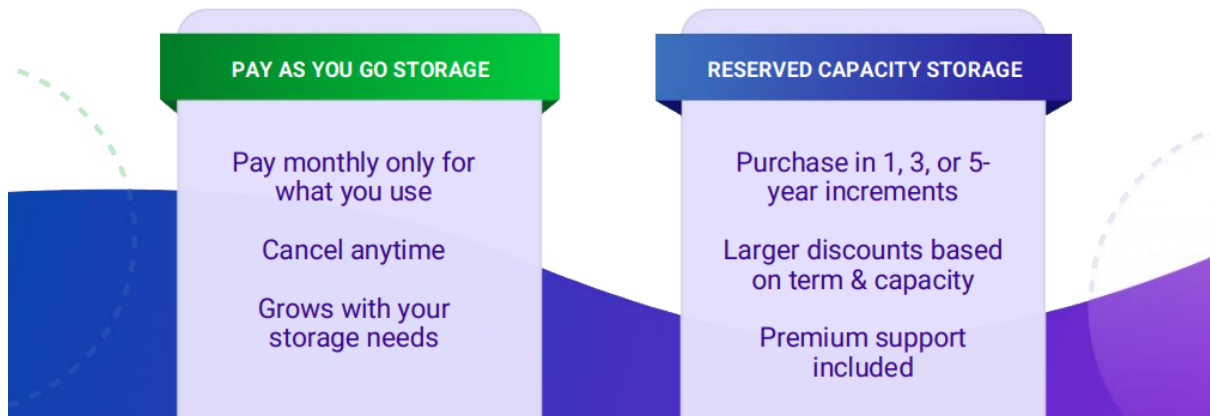
Key Benefits



Price

- Wasabi Hot Cloud Storage is typically cheaper than other hyperscale providers
- Free egress – no extra charges added when you retrieve data
- Free API requests – no extra charged added if you make API calls

Ways to Buy Wasabi



Performance

- Fast performance – data is ready for immediate use
- Quick uploads & downloads – support rapid workloads like backups and media
- Highly distributed architecture providing exabyte-scale storage

Protection

- Data Centre Redundancy
- 11x9s data durability – 99.99% availability and 11 x 9s data durability with exabyte scale globally
- Immutable storage – protects against malicious or accidental data deletion or tampering
- Covert Copy virtual air -gapped storage protects against ransomware
- In -flight and at rest encryption, identity and access management (IAM), multi -factor authentication (MFA), and multi -user authorization (MUA)

Solution application

Use Cases for Wasabi



Backup and Disaster Recovery – keep copies of your critical data off-site. Instead of storing copies only on local servers or disks, backups are sent over the internet to a separate location. This mitigates the vulnerability of storing data on local servers in the event of a failure or disaster. The idea is that even if something happens to your main location, your backup copies are preserved in another environment.

Active Archiving – long-term retention of objects that you still need to access quickly. Wasabi Hot Cloud storage solution active archive can be used to store data that you do not need daily but still might need to retrieve it quickly and reliability when required. This differs from traditional “cold archive” cloud storage, where retrieving data can take hours or even incur additional fees.

Data Tiering – with this solution, the tiering concept is less about moving between built-in storage classes and it is more about deciding when data should leave high cost local or primary storage and using wasabi as the destination for that data, where it remains ready to use without tier-switching fee or delays.

Surveillance – surveillance applications can generate very large volumes of video data, and Wasabi Hot cloud storage single tier model makes it a good option for organisations that stores footage at scale.

AI and Machine Learning – just as surveillance, AI and ML projects rely on large data for training and validation purposes. This solution enables you to store these datasets cheaply and quickly. Because the solution works as a central storage, it is easy to integrate the data with training pipelines and data engineering tools.

Associated Services

NG-IT can provide Professional Services to install and configure the proposed solution. Data migration services are available if required

2. Data Protection

Information Assurance

- Cyber Essentials Plus
- We are certified under the Cyber Plus scheme, demonstrating our commitment to protecting against common cyber threats across our remote working environment.
- ISO 9001 – Quality Management
- This certification ensures our virtual service delivery is consistent, customer-focused, and continuously improving.
- ISO 14001 – Environmental Management
- Reflects our commitment to sustainability through digital-first operations, reduced travel, and energy-efficient cloud-based tools
- Information Management Process:
- Secure Cloud Platforms: All internal and client communications are conducted via encrypted cloud-based systems with strict access controls.
- Remote Access Security: Employees use multi-factor authentication, VPNs, and endpoint protection to securely access company resources.
- Data Handling Policies: We comply with GDPR and the Data Protection Act 2018, ensuring lawful and transparent data processing.
- Incident Response: We maintain documented procedures for breach detection, escalation, and resolution, aligned with industry best practices.
- Supplier Vetting: All third-party vendors are assessed for compliance with security, ethical, and sustainability standards

Data Back-Up and Restoration

NG-IT Limited recognises that the efficient management of its data and records is necessary to support its core business functions, to comply with its legal, statutory, and regulatory obligations, to ensure the protection of personal information and to enable the effective operation and management of the organisation.

To guarantee that, we have a Data Backup Policy that applies to all staff within the Company with a purpose of safeguarding information belonging to us, any third parties and clients. We do not hold business critical data within a traditional on-premises network or managed data centre, all line of business application data and unstructured file data is located within cloud storage, owned and managed by the relevant application vendor the data is specific to.

This business systems technology model allows for continuous replication of data from production cloud platform to secondary storage or an alternative cloud platform, effectively providing always available, fully comprehensive, granular backup with quick restore capabilities.

Backup Model

- Full backups of all data are performed weekly. Full backups are retained for 3 months before being overwritten.
- Backups are stored in secure locations. A limited number of authorised personnel have
- Backup of data held within Database Systems have data backup routines which ensures database integrity is retained

NG-IT adopts the best security practices by defining security controls applicable to the entire organisation. Additional security measures identified through risk analysis, legal, regulatory, and/or contractual concerns, and/or specific standards -shall be addressed accordingly. Security controls and best practices are to be considered and implemented as appropriate to the risk level

Business continuity statement/plan

Business continuity is not simply a matter of contingency, it is a core component of delivering consistent, reliable service in a competitive and fast-evolving industry. As an IT reseller/security and service provider operating with a fully remote workforce and reliant on only on cloud-based systems with no corporate network, NG-IT Ltd recognises the importance of being prepared for unforeseen disruptions, whether technical, operational, or external.

We have a Business Continuity Plan that outlines measures to ensure that our operations remain stable and responsive during periods of disruption. It defines the procedures, responsibilities, and safeguards that enable us to continue supporting our clients, maintain supplier relationships, and uphold our professional standards. The plan reflects our commitment to resilience and readiness, and will be reviewed regularly to ensure it remains aligned with our business needs and the expectations of those we serve

This Business Continuity Plan sets out the procedures and responsibilities required to ensure the continued operation of NG-IT Ltd in the event of a disruption. It applies to all employees and covers both the reselling of IT services, hardware and software distribution. The plan is designed to safeguard client relationships, maintain service delivery, and protect the company's reputation.

The key aims of this plan are to:

- Ensure continuity of service provision to clients.
- Minimise delays in hardware fulfilment and vendor coordination.
- Maintain secure and effective communication with customers and suppliers.
- Uphold contractual obligations and regulatory compliance.

The following functions are considered critical to the business and must be maintained during any disruption:

- Vendor liaison and procurement
- Order processing and fulfilment
- Customer support and issue resolution
- Financial operations including invoicing and payments
- Internal communication and collaboration

All our staff members have defined roles in the event of a disruption. The Managing Director is responsible for overseeing the implementation and maintenance of this plan. The Operations Manager and Finance Manager manages supplier relationships and hardware sourcing. The Technical Director and Cyber Lead ensure access to systems and data security. The Account Managers handles customer communications, and the Finance Officer ensures continuity of financial operations

All our business systems are cloud-based and configured for daily automated backups. Access is controlled via multi-factor authentication and role-based permissions. A centralised password

manager is used across the organisation. Security audits are conducted quarterly to ensure compliance with data protection regulations and best practice.

Internal communications during a disruption will be conducted via internal messages and email, with SMS or telephone used for urgent alerts. External communications with clients and suppliers will be managed via email and telephone.

In the event of a disruption, recovery procedures will be activated immediately. Alternative suppliers may be engaged to maintain service continuity. Clients will be informed of any delays or changes to service provision. Staff availability will be managed through cross-training and flexible working arrangements. Any cybersecurity incidents will be addressed by isolating affected systems, restoring data from backups, and notifying relevant stakeholders.

This plan will be tested annually through structured exercises. Supplier performance and supply chain reliability will be reviewed in line with our ISO management system. Contact lists and standard operating procedures will be updated accordingly. Following any real disruption, a post-incident review will be conducted to identify areas for improvement.

Privacy by Design

We are committed to embedding privacy into every aspect of our service delivery. As an IT reseller, we do not process personal data directly through proprietary platforms, but we ensure that all technologies we recommend, resell, or support meet GDPR standards and respect user privacy from the outset.

- **Privacy by Design:** We assess privacy risks during the initial selection and onboarding of any suppliers. This includes reviewing data handling practices, encryption standards, and access controls before recommending solutions to clients.
- **Supplier Vetting:** All vendors we work with are evaluated for GDPR compliance, including their use of data processors, sub-processors, and data residency policies.
- **Minimal Data Handling:** We store minimal personal data (e.g., names and email addresses) solely for communication and support purposes. This data is handled securely, in line with GDPR principles, and is never used for profiling, marketing, or shared with third parties without consent.

3. Using the service

Ordering and Invoicing

To order services from our organisation, you can simply send an email to gcloud@ng-it.co.uk to discuss your requirements in more detail and initiate the process. We recommend including key information in your email such as your organisation name, a brief description of the services needed, preferred start date, expected outcomes, and any relevant procurement references. Once we have reviewed your request, we will assist you in completing the Order Form, which formalises the agreement under the framework and becomes the Call-off Contract. This includes support with service scope, pricing, and terms to ensure everything aligns with your expectations. Our fees are invoiced monthly in arrears, and payment terms are 30 days net from the date of invoice receipt.

Availability of Trial Service

A trial option is available upon request. The trial usually includes:

- 30-day free trial of Wasabi Hot Cloud Storage
- Up to 1 TB of Storage is included in the trial limit
- Full set of storage features are available during the trial period
- No credit card is required at sign-up

Please contact our team by emailing [***gcloud@ng-it.co.uk***](mailto:gcloud@ng-it.co.uk) if you would like to have more information about the trial availability.

On-Boarding, Off-Boarding, Service Migration, Scope etc.

Once the Managed Service Contract is signed and we have the confirmation of your order, the onboarding process begins, and a designated team is assigned within the Service Provider to coordinate all aspects of your contract and provide a smooth onboarding process. As the IT Reseller, NG-IT will assign a dedicated Service Delivery Coordinator, that will look after your contract and lease periodically with the Service Provider during the whole lifetime of your service. At this point, your dedicated Service Delivery Coordinator will make sure that the Service Provider will follow the steps outlined in their onboarding process.

Getting Started

After signing up to the solution, you will receive an onboarding email with an activation link to complete the initial onboarding steps. The effort required to onboard to the service is minimal, but there are a few activities below that are required by the customer IT team. These steps will include:

- **Activation for the Wasabi Management Console** - This where you will create storage buckets, manage users, generate access keys, configure security settings, view billing, etc.
- **Storage Buckets creation** – Bucket is a logical container where your data is stored and are key to structuring your data and controlling access and lifecycle policies
- **User Management and Security** – Creating of users or teams with appropriate roles and responsibilities and generate account keys for API tools or applications that will interact with Wasabi
- **Data Migration and Integration** – Moving your data into Wasabi. The way you migrate your data will vary according to the volume of your data. Specialised transfer appliances are available and can be discussed during the proposal process.

Wasabi is a cloud storage IaaS, online help guides and tutorials are accessible by end customers. As part of our partner relationship Wasabi will help enable partner teams to be able to onboard new customers as part of their cloud service offering – this is by the online help and tutorials as well as partner-specific educational content provided via the Wasabi Partner Portal. Additionally, Wasabi also works closely with its partner network and utilises in-region Wasabi Sales Engineers to provide more in-depth partner training and enablement.

At the end of a contract, stored data will be available for 30 days, with the ability to extend if necessary. This will enable the customer to either retrieve their data or renew their contract without service interruption. Users will usually extract their data via the same application they used to push data to Wasabi.

Please have in mind that this is not a static process and the steps and timeframes may vary according to the environment sizing and complexity. A detailed implementation plan can be provided to the buyer on request.

Training

As a reseller, we provide buyers with access to the service provider's comprehensive training and onboarding resources. These include online help documentation, knowledge bases, and guided assistance to support orientation with the new service. Introductory onboarding sessions are available to ensure buyers understand how to configure, monitor, and manage the cyber security platform effectively. Where required, we facilitate access to the provider's customer success team for tailored onboarding support. Our role is to ensure buyers are connected to the appropriate resources and that any queries are escalated promptly to the service provider for resolution.

To guarantee a seamless and smooth environment transition and data migration, the Service Provider will provide support and guidance as part of the Service onboarding. You will receive all the instructions to help you migrating and setting up your Service. Service Provider will provide training around the Wasabi systems, either via training materials or walk-throughs, to ensure that you have all necessary information to navigate through Wasabi with confidence. You will also have access to Webinars and Education Sessions, and an extensive learning content library available on the customer portal.

You will also count with 24x7 support team, that can be contact via email, phone or ticket and will be available not only to assist you with incidents and technical related issues but answering any questions you may have on how to use the Service Provider features.

Service Management

We take an integrated approach when it comes to the management of Services as we understand that an effective service delivery relies on a balanced integration of expert personnel, mature ITIL v4 aligned processes and technology. From a workforce perspective, our team possess both technical and behavioural competencies required. This includes not only the commercial knowledge of our products and solutions, but technical proficiency to build the service architecture, relying on a Team of experienced Solution Architects that holds the accreditations necessary to support the delivery of our Services.

In alignment with the technical team, we have a Service Delivery process in place that maps out the level of Service that is expected and provide operational consistency and governance throughout the delivery of the Service. This includes a Team of dedicated Coordinator that hold ITIL v4 Certification and is assigned to reinforce a customer-centred approach and guarantee that all aspects of your contract are being provided accurately. This process guidelines are outlined based on ITIL Framework, which set the basis for all the procedures followed to guarantee the delivery of IT Services that meet customer's needs.

This process counts with clear escalation paths, service level agreements and communication protocols to safeguard service continuity and accountability. We also count with a well-structured continuous improvement procedure, including post incident review with the customer and the Service Provider, and trend analysis that will help us to identify and tackle any systemic issue and enhance our client experience and satisfaction. These processes help us to set the standards of what we do as the IT Reseller but also direct what we expect from the Service Provider Partner.

Service Constraints

The Service Provider do not count with a published Uptime Guarantee as the solutions include outside factors that are outside their control including use of hosting providers. They also ingest data from 3rd party sources which could be delayed due to items outside of Wasabi control and result in an inability to notify/detect threats for a given telemetry source. Their typical uptime SLO of 99.9%.

Rest assured that, as your IT Reseller, we will make sure that the Service Provider will notify you of any outages with a portion of its solution and provide a recovery time estimate.

Service Levels

Wasabi offers Basic (free) & Premium (paid) support plans as shown below:

- Basic Support: Business Day support via email only
- Premium Support hours = 7 x 24 x 365 via email & phone.

Wasabi will use commercially reasonable efforts to ensure the Wasabi Service is available in accordance with the Monthly Uptime Percentage. The “Monthly Uptime Percentage” is calculated by subtracting from 100%, the average of the Error Rates from each five-minute period in the monthly billing cycle. “Error Rate” means: (i) the total number of internal server errors returned by Wasabi as error status “Internal Error” or “Service Unavailable” divided by (ii) the total number of requests for the applicable request type during that five-minute period. We will calculate the Error Rate for basic services (read / write / delete) for each Wasabi region, from multiple external locations. Failure from more than two of these locations for three consecutive attempts one minute apart, constitutes an internal service error.

The calculation of the number of internal server errors will not include errors that arise directly or indirectly as a result of any of the SLA Exclusions specified below:

Any unavailability, suspension or termination of the Wasabi Service, or any other Wasabi Service performance issues:

- caused by factors outside of our reasonable control, including any force majeure event or Internet access or related problems beyond the demarcation point of the Wasabi Service.
- that result from any actions or inactions of you or any third party, including failure to adhere to any specifications set forth in the Documentation.
- that result from your equipment, software or other technology and/or third-party equipment, software or other technology (other than third party equipment within our direct control)
- arising from our suspension and termination of your right to use the Wasabi Service in accordance with the Customer Agreement; or
- Wasabi’s scheduled maintenance, which will be notified to you via the Wasabi Service or at status.wasabi.com, as well as any unscheduled emergency maintenance.

Further, all test, development, beta, sandbox and other non-production environments are expressly excluded from this SLA, and no Service Credits shall be available for unavailability of any such environment.

Although the Service Provider does not specify numerical uptime figures, Wasabi aims for a very high availability with a typical uptime SLO of 99.9%. Wasabi’s systems architecture is engineered with redundancy to avoid single points of failure and access availability is supported by multiple datacentres and redundant networking.

As mentioned, NG-IT as your IT Reseller, throughout its Service Delivery Process and according to the ITIL v4 Framework guidelines, will make sure that the Service Levels will be followed by the Service Provider according to what has been agreed on the Service Agreement signed by all parties. As part of this, you will be able to count with a dedicated NG-IT Service Delivery Coordinator that will conduct period checks to all support tickets that you might have opened with the Service Provider and action on whatever is required to guarantee the effective delivery of the service.

Outage and Maintenance Management

Wasabi Service may be unavailable due to maintenance performed by Wasabi. Wasabi will use reasonable efforts to schedule maintenance during non-peak usage hours. The Service Provider provides a service update schedule and status, that can be accessed via their public status dashboard at <https://status.wasabi.com/>. Here you will find information about access availability and outage reporting. As a customer, you will also be able to subscribe for updates. Wasabi will endeavour to limit actual maintenance outages to the minimum necessary to provide a consistent and reliable Wasabi Service to you.

NG-IT as your IT Reseller, throughout its Service Delivery Process and according to the ITIL v4 Framework guidelines, will make sure that the Service Levels will be followed by the Service Provider according to what has been agreed on the Service Agreement signed by all parties. As part of this, you will be able to count with a dedicated NG-IT Service Delivery Coordinator that will conduct period checks to the Service Provider state and promptly address any outages and request ad-hoc service if applicable. Root Cause Analysis and Service Improvement Plans will also be requested whenever is appropriate.

Financial Recompense Model for not Meeting Service Levels

While us, as your IT Reseller and the Service Provider, aim to meet all proposed Service Levels, there may be occasions where performance falls short of circumstances outside of our direct control as outlined in the Service Constraints and Outage and Maintenance Management sessions of this document. In the event Wasabi doesn't meet the Monthly Uptime Percentage as described in the Service Level section of this document, then upon your written request, we will provide you with a credit against your standard fees for the Wasabi Service ("Service Credit").

Service Credits are calculated as a percentage of the total fees paid by you for the Wasabi Service for the billing cycle in which the error occurred, as set forth below. A Service Credit will be applicable and issued only if the credit amount for the applicable monthly billing cycle is greater than one dollar (\$1 USD). We will apply any Service Credits only against future payments otherwise due from you for the Services. We may, at our option, elect to issue the Service Credit to the credit card you used to pay the fees during the billing cycle in which the error occurred. Service Credits may not be transferred or applied to any account other than the account in which the error occurred, as set forth below.

Service Credits

Monthly Uptime Percentage	Service Credit Percentage
Equal to or greater than 99.0% but less than 99.9%	10%
Less than 99.0%	25%

You must be current on all payments in order to be eligible for Service Credits. The aggregate maximum number of Service Credits to be issued by Wasabi to you in a single billing month will not exceed 50% of the amount due by you for the applicable Wasabi Service for the applicable month. Service Credits will be made in the form of a monetary credit applied to future use of the Wasabi

Service. Your sole and exclusive remedy for any unavailability, non-performance, or other failure by us to provide the Services is the receipt of a Service Credit (if eligible).

In case of a failure from Service Provider on achieving the agreed SLAs, as your IT Reseller we will focus on addressing the issue with Wasabi and providing you with clear answers and, when applicable, formal root cause analysis. We will also work collaboratively to ensure that a Service Improvement Plan is put in place and, if necessary, apply any change to prevent the failure from happening again in the future.

We are confident that this approach helps us maintain a strong and transparent partnership with our clients and service partner, keeping the service reliable, issues visible and improvement actions transparent.

Further details about pricing mechanisms, compensation and charges will be outlined in the Service Agreement.

4. Provision of the service

Customer Responsibilities

To deliver the best service and guarantee efficiency on the Service implementation and consistent service delivery, we operate under a shared-responsibility model, where all parties contribute and work in partnership during the lifetime of your contract. As our client, for service delivery effectiveness, we kindly ask your collaboration on:

- Providing the most accurate information during all phases of the Service Delivery
- Promptly notifying us of any significant business and technical changes that may affect the Service performance
- Providing timely responses to the Service Provider queries, incident responses and approval requests
- Adhering to agreed change-management processes, including approvals, lead times and risk assessments
- Submitting requests using approved channels
- Participating in Services Reviews
- Honouring contractual payment terms

Detailed Service Terms and Conditions, including the Contractual Customer Responsibilities will be addressed in the Service Agreement.

Technical Requirements and Client-Side Requirements

To determine the details about the exact technical and client-side requirements to deliver the service, it is essential that we have a full understanding of your current environment, operational needs and challenges you may be facing. This initial assessment will help us to guarantee the correct application of the Wasabi Hot Cloud Storage solution. Therefore, many of the technical requirements and client-

side requirements will be discussed prior to an order being placed, but also during the onboarding and implementation stages, where all parties will work together to refine connectivity, security, access and workloads considerations. All requirements discussed prior to the order being placed shall be documented in the Order form and agreed between the parties. We consider that this approach ensures that the technical prerequisites are mapped out accurately and are aligned to the customer needs and expectations.

After-sales Account Management

As the IT Reseller, we are not only committed to offering the best solution but also to build strong relationships with our clients, working with you closely, not only during the initial phase of the project but also after the Service is delivered and implemented. This is pivotal to us, as a Company, to work with you on a full end to end service and make sure your expectations regarding the Service are met during the whole lifetime of your service. Unlike some specialist integrators, we are not just about selling a product, we are more interested in providing the right solution and we are committed to our customer's satisfaction.

As part of your service, you will have a designated Account Manager that will work closely with you on period reviews of our environment and will guarantee that you are being offered the most suitable solution/ service. You will also count with a Service Delivery Team that will liaise with you and the Service Provider on a regular basis, addressing all aspects of your service delivery and serving as your advocate to all your related service matters.

Termination Process

Termination for convenience

You may terminate this Agreement and your Customer Account for any reason during the Term by providing us at least thirty (30) days' advance notice. If you terminate for convenience, you will not be entitled to any refunds or excused from any future payment obligations for the full period of your original Term, all of which will immediately become due Net30 from the date of your termination.

Termination for Cause

Either party may immediately terminate the Agreement for cause if the other party is in material breach of the Service Agreement and the material breach remains uncured for a period of thirty (30) days from receipt of notice by the other party.

By the Service Provider as they may also terminate the Agreement immediately upon notice to you (A) if our relationship with Affiliates and/or a third-party who provides Software or other technology we use to provide the Wasabi Service expires, terminates or requires the Service provider to change the way they provide the Software or other technology as part of the Wasabi Service, or (B) in order to comply with law.

Detailed Service Terms and Conditions, including the Termination, will be addressed in the Service Agreement.

5. Our experience

Case Study

Backup Strategy for a Large UK Education Organisation

Overview

A major UK education institution with over 40,000 users—a mix of students, academic staff, and administrative teams—faced escalating risks across a distributed backup platform. With critical teaching, research, and operational services at stake, the organisation required a highly scalable modern backup strategy that could deliver increased RPO/RTO, reduce cyber threats, integrate with existing technologies, and operate within tight public-sector budget constraints.

Challenges

- **Complex, multi-site estate:** The organisation operated multiple campuses and satellite locations, each with differing levels of maturity and legacy infrastructure.
- **Highly sensitive data:** Research outputs, student records, financial information, and regulated datasets demanded robust protection and rapid incident response.
- **Limited security features:** No cyber intelligence or recovery built into previous backup platform.
- **Public-sector budget pressures:** The institution needed a predictable cost model that avoided unexpected overages or consumption-based volatility.
- **Large Scale Data Volumes:** Over 3 Petabytes of data across multiple mission critical systems. Scaling to over 5 Petabytes within 3 years.

Solution

The organisation partnered with NG-IT to deploy a next generation backup strategy for on premise and cloud built around the following capabilities:

- **Simplified and consolidated platform:** A single pain of glass to backup over 3PB's of mission critical data, with offsite immutable cloud storage for last line of defence.
- **Increased ability to protect from Cyber threats:** The new platform has multiple security features to ensure threat defence is improved.
- **Predictable pricing:** Cost correct model aligned with public-sector budgeting cycles, ensuring transparency and long-term affordability.
- **Offsite Hot S3 Cloud Storage:** Full copies provided in secure, immutable, offsite hot S3 cloud storage.
- **Customisable service levels:** Tailored SLAs allowed the organisation to match the criticality of each system or service, optimising service delivery & resources without compromising protection.

Clients

Who we do it for – Public Sector/Charities 



Who we do it for - Commercial 



Contact Details

For any questions regarding this offer, please send an email to gcloud@ng-it.co.uk and we will respond as quickly as possible to assist with your request.