



# Backup as a Service

*G-Cloud 15 Service Definition*



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# 1. Service summary

Backup-as-a-Service (BaaS) offers a robust and secure backup solution tailored to safeguard your data across various environments. Our service is designed to meet the needs of diverse systems, including Microsoft Windows, Linux, and IBM i operating systems. BaaS provides fully managed and self-managed options. The protected virtual Windows guests, virtual Linux guests and/or IBM i LPAR(s) can be on-premises, Private Cloud or Public Cloud. The backup repository can be located on-premises, Private Cloud, Public Cloud or all three.



## 2. Features & benefits

|                                             |                                                                                                                                                       |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Support Single and Multi-Cloud Environments | Supports a mix of on-premises, private cloud, or public cloud environments for both the Protected Source(s) and Recovery Destination(s).              |
| Flexible Backup Repository                  | Utilises non-removable disk-based storage for Windows and Linux, and removable LTO tape for IBM i, ensuring data safety and compliance.               |
| Customisable Service Management             | Choose from a fully managed service by Digital Space or opt for a self-managed approach, giving you the flexibility to control your backup processes. |
| Professional Services                       | Access to technical expert project resources to assist with the implementation and ongoing management of your BaaS solution.                          |



### 3. Why choose Digital Space?

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cloud</b>           | Digital Space has more than twelve years' experience in providing Cloud solutions as an Amazon Web Services (AWS) Advanced Partner, a Microsoft Gold Partner and an IBM Gold Partner. We also have our own UK-based private Cloud, enabling us to offer hybrid and multi-Cloud services that meet all needs, from basic co-location through to full public Cloud.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Connectivity</b>    | Cloud requires reliable connectivity and Digital Space is able to provide that through our networking and connectivity business which includes a dedicated national network as well as the ability to provide everything from mobile connectivity to PWAN and SD-WAN solutions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Security</b>        | Digital Space Cloud solutions have security built-in via the use of architectural patterns and technical staff who are Security Cleared. We also have partners who are security experts and can offer everything from Security Operations Centre as a service to ethical hacking and penetration tests.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Managed Service</b> | <p>Digital Space is expert in providing managed services and has held the AWS Managed Service Partner accreditation which involves regular external audits for more than 9 years. We also hold the following accreditations:</p> <ul style="list-style-type: none"><li>ISO27001 – Information Security</li><li>ISO27017 – Cloud Security</li><li>ISO 20000 – IT Service management</li><li>ISO14001 – Environmental management</li><li>ISO9001 – Quality Management</li><li>Cyber Essentials</li><li>Cyber Essentials +</li></ul> <p>Our experience in this area means that we can either run services for you, making use of our automated Cloud monitoring services and Security Cleared experts, or implement services that can be easily managed and then train your team in how to provide that service themselves by providing service handbooks and technical documentation.</p> <p>Migrating your workloads to AWS allows you to innovate quickly by having compute infrastructure ready as required, enabling you to respond more quickly to shifting business conditions.</p> |



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|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Public sector</b> | Digital Space is experienced in working with the public sector including managing critical national infrastructure for central government, deploying artificial intelligence services for the NHS and delivering Cloud migrations for a wide range of organisations. This experience means that we understand your drivers and focus and are better able to supply your needs. |
| <b>Innovation</b>    | In addition to a wide range of infrastructure engineers and architects, we also have developers who create innovative solutions on Cloud platforms.                                                                                                                                                                                                                            |



## 4. Detailed service offering

### Linux & Windows

BaaS delivers secure backup, clean recovery and data resilience.

The protected physical or virtual workloads can be on-premises, private cloud or public cloud – these can be replicated to one or a mix of the following: on-premises, private cloud or public cloud.

Enhanced Security: Options for encrypted and immutable backups available.

Storage agnostic: Backup repositories are all disk based with the ability to copy to multiple locations suiting any retention policy and data compliance needs.

UK Data Sovereignty: Backup repositories with Digital Space are compliant with UK Data Sovereignty.

Licensing: Licenses are rented, allowing us to flex up or down as required. Licensing model is per protected workload plus additional cost of storage for repository.

Managed Services: Fully managed and self-managed options available.

### IBM i

BaaS delivers secure backup, clean recovery and data resilience.

The protected workloads can be on-premises or private cloud.

Air gapped backup media: Backups to physical tape media and stored off-site.

Enhanced Security: Options for encrypted backups available.

UK Data Sovereignty: Backup repositories with Digital Space are compliant with UK Data Sovereignty.

Managed Services: Fully managed and self-managed options available.



## 5. Complementary services

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Continuity | Digital Space Backup as a Service<br>Digital Space Disaster Recovery as a Service<br>Digital Space Microsoft 365 native Backup as a Service<br>Digital Space Microsoft Teams Backup as a Service                                                                                                                                                                                                                             |
| Communications      | Digital Space 8x8 Cloud PBX<br>Digital Space 8x8 Hosted PBX<br>Digital Space 8x8 Meetings Collaboration<br>Digital Space 8x8 Video Conferencing<br>Digital Space 8x8 Voice for Microsoft Teams<br>Digital Space Hosted Mitel Cloud (Flex)                                                                                                                                                                                    |
| Connectivity        | Digital Space Managed SD-WAN Service                                                                                                                                                                                                                                                                                                                                                                                         |
| Contact Centre      | Digital Space 8x8 CCaaS (Contact Centre as a Service)<br>Digital Space 8x8 CPaaS (Contact Platform as a Service)<br>Digital Space 8x8 UCaaS (Unified Communications as a Service)<br>Digital Space 8x8 XCaaS (Experience Communications as a Service)<br>Digital Space Amazon Connect Administrative Extensions<br>Digital Space Cloud Contact Centre (Amazon Connect)<br>Digital Space Cloud Contact Centre Managed Service |
| Migration           | Digital Space Cloud migration<br>Microsoft 365 Discovery<br>Digital Space Microsoft 365 Migration<br>Digital Space Cloud Contact Centre Migration                                                                                                                                                                                                                                                                            |
| Platform            | Digital Space AWS Managed Service<br>Digital Space Azure Managed Service / Platform<br>Digital Space Cloud Architecture, Design and Build Services<br>Digital Space Cloud Solution Brokerage & Implementation<br>Digital Space FinOps & Cloud Cost Optimisation<br>Digital Space Private Cloud Managed Service<br>Digital Space Well Architected Review                                                                      |



## 6. Copyright

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