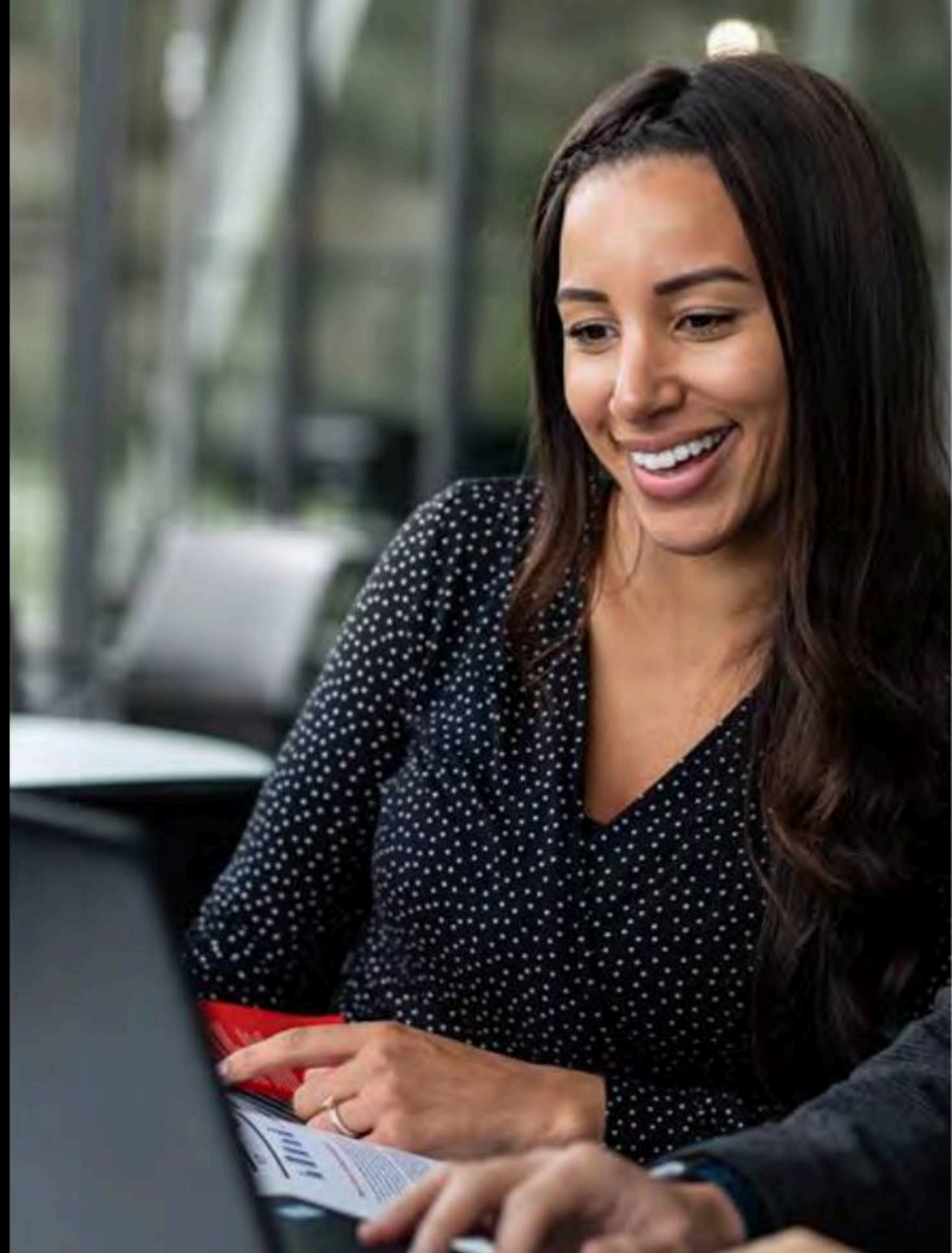


**ROCK**

# Cove Data Protection

Cloud Backup and Disaster Recovery (SaaS)

Cove



# About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

**Commitment** – Through clear ownership and long-term partnership.

**Proof** – Through measurable outcomes, service metrics and transparent reporting.

**Certainty** – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

## Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



# Our Services

ROCK's Cove Data Protection service provides a unified, cloud-first backup and disaster recovery (BDR) capability designed to protect your organisation's physical, virtual, and SaaS-based assets.

By moving away from vulnerable local backup appliances, Cove provides an air gapped safety net that ensures your critical data is immutable, off-network, and ready for near-instant restoration.

The service is engineered for the modern public-sector estate, covering two critical pillars under a single pane of glass: Server & Infrastructure Resilience and Microsoft 365 Protection.

## Server & Infrastructure Protection

We provide comprehensive protection for your core servers and workstations, regardless of where they reside (on-premise or in the cloud).

### Appliance-Free Resilience

Cove requires no local hardware, eliminating the risk of backup appliances being encrypted during a ransomware attack.

### TrueDelta™ Performance

Our proprietary technology sends up to 60x less data than traditional image-based backups. This allows for backup frequencies as high as every 15 minutes without impacting your network.

## Server & Infrastructure Protection

While Microsoft provides service availability, the responsibility for data protection lies with the organisation. Cove provides a 7 year retention shield for:

### Exchange Online

Full recovery of emails, calendars, and contacts.

### OneDrive & SharePoint

Protection for your documents, libraries, and permissions.

### Microsoft Teams

Recovery of team messages, files, and settings, ensuring collaboration is never permanently lost.



“Business-critical data is protected by default, with rapid recovery and continuity built into everyday operations.”

Ian Elsbury, COO at ROCK

# Our Approach

We replace the risks of traditional, on-premise backup appliances with an Appliance-Free, SaaS-delivered architecture.

Our approach ensures that your primary defence, your backups, is physically and logically isolated from the network it protects, rendering it invisible to ransomware.

## Phase 1: Efficiency-First Deployment

**Goal:** Achieve high-frequency recovery points with zero impact on staff productivity.

### TrueDelta™ Optimisation

We use byte-level deduplication to send up to 60x less data than traditional image-based products. Our approach is to only move the specific segments of data that have changed, not entire blocks or files.

### Low-Impact Continuity

Because backups are lightweight and process only sub-block changes, we can protect your servers every 15 minutes and Microsoft 365 data up to 6 times a day without degrading network performance.

## Phase 2: Automated Validation & Standby Readiness

**Goal:** Move from hoping you can recover to knowing you are ready.

### Automated Recovery Testing

We don't wait for a disaster to test our tools. Our approach includes an automated schedule where backups are booted in a secure, hosted sandbox. The system takes a screenshot of the successful boot as Proof of Recoverability.

## Standby Image Orchestration

For critical servers, we maintain a Standby Image in a bootable virtual machine format (stored in Microsoft Azure or local Hyper-V/ESXi). This ensures that if a physical server fails, you can switch to the standby image almost instantly.

## Phase 3: Long-Term Governance (Microsoft 365 Shield)

**Goal:** Bridge the protection gap in cloud collaboration data.

### Seven-Year Immutable Retention

While Microsoft's native recycle bins typically purge data after 30–90 days, our approach provides a fixed seven-year retention period for Exchange, SharePoint, OneDrive, and Teams.

### Point-in-Time Granularity

We enable the restoration of an entire team site, a specific mailbox, or a single deleted chat from a specific point in time, independent of Microsoft's platform status.

# Key Features

The Cove platform provides a natively unified suite of capabilities designed to ensure that your organisation's digital memory is always available, immutable, and recoverable.

## Infrastructure & Server Resilience

Cove removes the need for local backup appliances, which are often the first point of failure in a cyberattack.

### Appliance-Free, Direct-to-Cloud

Backups are sent directly from your servers to an isolated, private cloud. This ensures your recovery path is off-network and invisible to ransomware that may be encrypting your primary estate.

### TrueDelta™ Optimisation

Rather than moving entire files, Cove identifies and moves only the specific changed bytes (60x more efficient than legacy tools). This allows you to back up as often as every 15 minutes without impacting network performance.

### Standby Image (DRaaS)

Proactively stage a bootable virtual machine (VM) in Microsoft Azure, VMware, or Hyper-V. If a physical server fails, you can flip the switch to the standby image for near-instant service restoration.

## Microsoft 365 Comprehensive Shield

While Microsoft manages the platform, Cove manages your data. We provide a 7-year retention safety net for your entire collaboration suite.

### Exchange Online

Full recovery of mailboxes, specific folders, individual emails, calendars, and contacts.

### OneDrive & SharePoint

Granular restoration of files, custom sub-libraries, and specific site permissions.

### Microsoft Teams

Protection for team members, settings, messages, and files, ensuring that your internal communications are never permanently lost.

### 7-Year Immutable Retention

We override Microsoft's standard 30-day "Recycle Bin" limit, providing a long-term, immutable archive that satisfies statutory and regulatory requirements.

## Automated Recovery Validation

We move from hoping backups work to "proving" they do through AI-driven automation.

### Automated Recovery Testing

The system automatically "boots" your server backups in a secure, hosted sandbox.

### Visual Proof of Recoverability

The platform captures a screenshot of the successful boot screen and emails it to your team. This provides the Board with documented evidence that your Disaster Recovery plan is functional.

### Integrity Checks

Continuous background scanning of backup data to ensure that no corruption has occurred and that the data is 100% ready for rehydration.

# Key Benefits

Our Cove provision transforms data protection from a reactive insurance policy into a proactive business continuity asset.

## Radical Fiscal Efficiency (TCO Reduction)

### Elimination of the "Hardware Tax"

By removing the need for local backup appliances, we eliminate recurring capital expenditure (CapEx) for hardware refreshes, maintenance, and electricity.

### Storage Cost Certainty

Unlike traditional cloud backups that penalise you for data growth, our model provides a predictable SaaS cost structure. You will gain a 40-50% reduction in Total Cost of Ownership (TCO) compared to legacy appliance-based vendors.

## Ransomware Immunity & Data Sovereignty

### Air-Gapped Risk Isolation

Legacy backups sit on your network, making them easy targets for ransomware. Cove stores your data in an isolated, private cloud vault.

The outcome is an immutable safety net that remains untouched even if your primary network is compromised.

## UK-Based Residency

We ensure all data, including Microsoft 365 and Server backups, resides in UK-based, ISO-certified data centres. This guarantees compliance with UK GDPR and satisfies statutory data sovereignty requirements.

## Guaranteed Service Continuity

### Near-Zero Data Loss

Leveraging TrueDelta™ technology, we can achieve recovery points as frequent as every 15 minutes.

### Instant Disaster Recovery

With Standby Image technology, we can failover your critical servers to Microsoft Azure or a secondary location in minutes.

## Automated Governance & Assurance

### Evidence-Based Confidence

The outcome of our automated recovery testing is a visual report that provides the Board with documented evidence that the organisation can recover from a disaster.

### 7 Year Compliance Shield

For Microsoft 365, we provide a fixed 7 year retention period. This ensures you meet long-term legal and regulatory obligations that far exceed Microsoft's native 30-day limit.

# Management & Governance

Our governance model for Cove centres on operational autonomy. We provide the platform and the initial configuration, ensuring that the insurance policy of your data is always-on, self-healing, and ready for audit.

## Product only model

It is critical to note that this is a product only provision. ROCK provides the license and launch capability, but the day-to-day backup integrity is maintained by Cove's native automation.

### Onboarding & Configuration

ROCK ensures the initial setup is optimised for your RTO/RPO requirements and aligned with Cyber Essentials Plus standards.

### SaaS Platform Maintenance

As a SaaS product, all backend administration, including patching, security updates, and storage scaling, is handled automatically by the vendor.

### Tier-1 Support

ROCK acts as your primary contact for licensing, billing, and general platform availability, ensuring a smooth commercial relationship.

## Automated "Proof of Protection"

We replace manual backup checks with a governance by exception model.

### Automated Recovery Testing

The platform autonomously verifies backups by booting them in a secure sandbox. The outcome is a visual Screenshot Verification that proves your servers are functional.

### Management by exception

Your internal IT team doesn't need to check successful backups. They are only alerted if an action is required, allowing them to focus on strategic projects rather than routine monitoring.

### 7 Year Compliance Shield

Governance for Microsoft 365 is set-and-forget. Once configured, the platform maintains a fixed 7 year immutable archive, satisfying statutory requirements without further manual intervention.

## Visibility & Audit Readiness

We provide the artefacts necessary for Board-level assurance and regulatory compliance:

### Monthly Executive Summary Reports

High-level graphical reports detailing storage usage, protected asset counts, recovery success rates.

### User Action Logs

A complete, auditable trail of all administrative actions taken within the console, ensuring full accountability for data access and restoration.

### Strategic Account Reviews

Check-ins with ROCK to ensure your license levels and recovery targets remain aligned with your evolving organisational strategy.

# Security & Data Protection

We treat your backup data as your organisation's ultimate failsafe. Our security framework for Cove is designed to ensure that your recovery path remains untouched, even if your primary production environment is completely compromised.

## Data Sovereignty & Residency

All backup data, including your Microsoft 365 archive and server images, is stored in UK-based, ISO-certified data centres. The outcome is absolute alignment with UK GDPR and statutory data sovereignty requirements.

We do not scrap your data. We store your encrypted blocks in a dedicated tenant schema, ensuring that your risk profile and organisational data remain logically isolated from all other users.

## Encryption

All data is encrypted with AES 256-bit encryption both in transit and at rest. You have the option to manage your own Private Encryption Key, meaning that even ROCK or the platform vendor cannot view your data, only you can.

Unlike local backup appliances that are often targeted by hackers, Cove backups go Direct-to-Cloud. The outcome is an "Air-Gapped" copy that is invisible to ransomware on your local network.

## Identity & Access Controls

Access to the recovery console is strictly governed by Role-Based Access Control (RBAC) and enforced with mandatory Multi-Factor Authentication (MFA).

ROCK specialists who support your configuration are vetted to BS7858:2019 standards. For high-sensitivity public sector environments, we ensure personnel are Security Check (SC) cleared as required.

## Platform Governance

The platform is governed by ISO 27001, SOC 2 Type II, and HIPAA standards. The outcome is a defensible security posture that satisfies internal auditors and external regulators alike.

### Clean Commercial Exit.

At the end of the contract, we follow a formal Data Purge Process. All backup data and tenant information are permanently deleted from the production cloud, ensuring no data residue remains.



# Resilience & Availability

We treat your organisational continuity as a non-negotiable outcome. By using Cove's Cloud-First architecture and TrueDelta™ efficiency, we ensure your defensive shield is as resilient as the infrastructure it protects.

## Platform Resilience

Unlike legacy local-first backups, Cove keeps your primary recovery copies off the local network in a private, isolated cloud.

### Guaranteed System Availability

The Cove SaaS platform is hosted on a globally distributed, high-availability architecture with a 99.9% uptime SLA.

## Service Availability & Rapid Recovery

### Near-Zero Data Loss (RPO)

TrueDelta™ technology moves up to 60x less data than traditional image-based products. This efficiency allows us to protect your servers every 15 minutes. The outcome is a minimal gap in your digital memory, ensuring you never lose more than a quarter-hour of data.

### Immediate Disaster Failover (RTO)

With Standby Image technology, we proactively stage a bootable virtual machine in Microsoft Azure or a secondary location. If a physical server fails, then a near instant restore is actioned to recover service availability in minutes.

## Automated Resilience Verification

We replace manual backup checks with automated Recovery Testing. The platform autonomously boots your server backups in a secure sandbox and captures a Success Screenshot.

The platform performs continuous background integrity checks on all backup blocks. The outcome is the elimination of "bit rot" or data corruption, ensuring your rehydration process is 100% reliable.

# Data Management, Portability & Exit

We manage your data under the principle of Metadata Sovereignty. Since this is a Product-Only Provision, the platform is engineered to store only the technical telemetry and encrypted blocks required for protection, ensuring your organisational privacy is maintained by design.

## Data Sovereignty & Geographic Control

All backup data, including your Microsoft 365 archive and server images, is stored in UK-based, ISO-certified data centres. This ensures absolute alignment with UK GDPR and statutory data sovereignty requirements.

### Logical Isolation

Your data is stored in a dedicated tenant schema. This ensures absolute data isolation, preventing any "cross-talk" between different organisations and providing a clean, auditable boundary for your risk intelligence.

## Data Retention & Auditability

### Transparent History

The platform maintains system logs and user audit data, providing a permanent, defensible record of every security event and administrative action.

### 7-Year Compliance Shield

For Microsoft 365, we provide a fixed 7-year immutable archive. This ensures you meet long-term legal and regulatory obligations that far exceed Microsoft's native 30-day Recycle Bin limit.

## Data Portability & End-of-Contract Transition

We recognise that agility is a core requirement for public-sector leadership. Our approach ensures you maintain full control over your data lifecycle:

### Frictionless Extraction

During the term of the contract, you can export your data, incident reports, and system logs via the Cove console. With this you can integrate your security intelligence with other internal business systems or long-term archives.

### No Vendor Lock-In

You have the right to receive your data in a structured, commonly used, and machine-readable format. This ensures you can transition to a different provider or an internal solution at the end of the contract without data loss.

### Secure Clean Exit

Upon contract termination, we follow a formal Data Purge Process. All backup data and tenant information are permanently deleted from the production cloud, ensuring no data residue remains and satisfying your right to be forgotten obligations.

# Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

## Security Clearances

### BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

### Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

### Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

## Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



### Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



### AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



### Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



### Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



### Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



### Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



### SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

## Certifications & Compliance



### ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



### ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



### Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



### ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

# How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

## What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

## Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

## Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to  
accelerate business transformation.

[rock.co.uk](https://rock.co.uk)