

**Kick**

SERVICE DEFINITION DOCUMENT

Backup as a Service (BaaS)

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

About the service

Kick ICT's Backup as a Service (BaaS) is an all-encompassing backup and / or disaster recovery solution to provide protection against unforeseen IT disasters. Leveraging the advanced capabilities of Azure Cloud and integrating seamlessly with Cove for backup, this service guarantees that your business's data is secure, easily recoverable, and operational. This premium service is designed to bolster and augment your business continuity strategy.

Features

Cloud Backup: Ensures daily cloud backups with standard retention periods, ideal for safeguarding essential data against potential loss.

Backup Plus: Enhances the Cloud Backup by incorporating thorough recovery testing to confirm that servers can be fully restored in a disaster recovery scenario, coupled with priority support to speed up the operational recovery process.

Disaster Recovery as a Service (DRaaS): This ultimate package includes all the benefits of Backup Plus, supplemented with live disaster recovery implementations using Azure, bespoke disaster recovery planning, and optimised Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).

Advanced Features

Robust Azure Integration: Utilises Azure to provide scalable and reliable disaster recovery solutions, ensuring continuous business operations without interruptions.

In-depth Backup Management: Employs Cove technology for backup management, featuring detailed restore options and stringent data protection measures.

Transparent Cost Management: Offers a clear breakdown of costs for virtual machines, storage, and Azure services, facilitating effective cost control and budget management.

Tailored Disaster Recovery Strategies: Develops disaster recovery strategies that are customised to match your specific IT environment and business objectives, ensuring a strategic fit.

Dedicated Expert Support: Provides direct access to Kick ICT's team of experts for continuous support and expert consultation, guaranteeing the efficiency of the implemented solution.

Benefits

Robust Data Security: Implements multiple layers of security measures to protect data from accidental deletion, corruption, or cyber threats.

Seamless Operational Continuity: Maintains business operations with minimal disruptions during and after IT emergencies, ensuring your business remains functional under all circumstances.

Strategic Technological Enhancement: Aligns technology solutions with your business strategies to bolster operational efficiency and competitive advantage.

Adaptive Flexibility and Scalability: Adapts to both small-scale and large-scale business needs, providing scalable solutions that evolve in line with your business growth.

Requirements

Robust Internet Connection: A stable and robust internet connection with adequate bandwidth is essential to support the continuous data transfer to an offsite cloud repository.

Sufficient Local Storage: Requires appropriate local storage solutions such as servers and Network Attached Storage (NAS) for a rapid restore capability in urgent recovery situations.

Comprehensive 3-2-1 Backup Strategy

This strategy is a fundamental component of effective data management and disaster recovery planning. It ensures comprehensive data protection with redundancy, maintaining three copies of data across at least two different types of media or platforms to mitigate risks associated with media failure or physical damage.

For an in-depth discussion on how Kick ICT's BaaS can enhance your data resilience and support your business needs, visit our website at kickict.co.uk, email us at ask@kickict.co.uk, or contact us at 01698 844 600.

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Managed IT & Support?

45+

Skilled
Specialists

300 years

Combined
experience

4.9/5

for customer
support

24/7

Support

Expertise

We are experts. Add over 300 years of combined experience across our managed IT team into your business, rated 4.9/5 for customer support from thousands of customer reviews.

Solutions

We work with the best. From support to datacentre to virtualisation to digital transformation within the modern workplace, we provide solutions from the world's leading technology vendors.

Innovation

We provide next-generation services. With leading solutions backed by our in-house team of experts from Microsoft Azure through to the latest vulnerability scanning functionality included within our standard Managed Services offering.

Accreditations

We have the badges. With Microsoft Solutions Partner, N-Able Elite, Citrix and Cyber Essentials accreditations, we ensure our people have the specialist skills to provide outstanding support and products to our customers.

Strategy

We are here to help. Alongside your appointed account manager, we will work collaboratively to implement the technology that will secure and modernise your IT environment today and set in place your roadmap for the future.

Find out more by searching
'Kick Managed IT'