

Summary

Wasabi Cloud Storage is a hot cloud storage solution for storing and protecting files, backups, video, and large datasets. It uses a single fast tier, so data remains readily accessible without tier decisions, and it integrates with existing tools through S3 compatible APIs. The solution is designed for organisations that want simple, secure cloud storage that scales globally and supports a wide range of use cases.

Executive Summary

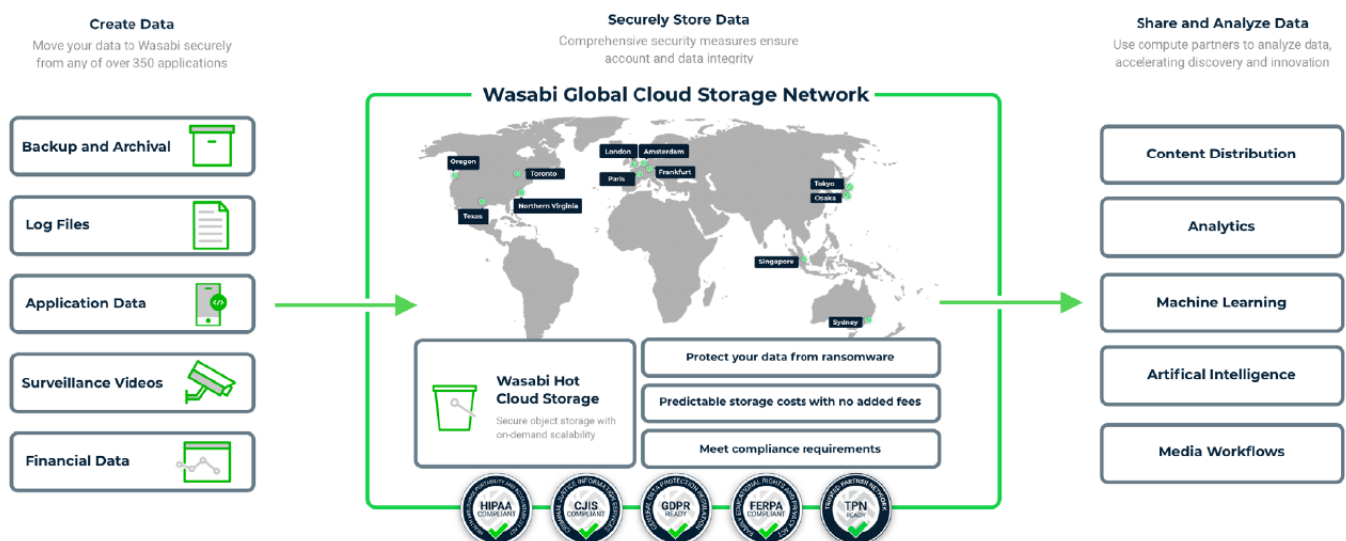
- ✓ Single tier hot cloud storage keeps data accessible without complex tiering decisions
- ✓ S3 and IAM API compatibility enables straightforward integration with existing applications
- ✓ Security controls include encryption, IAM, MFA, SSO, immutability, and multi-user authentication
- ✓ Global storage regions and replication options support resilient, distributed storage strategies
- ✓ Use cases span backup and recovery, active archiving, media workflows, surveillance and AI
- ✓ Broad ecosystem integrations support common backup and workflow platforms

Business Benefits

- ✓ Reduces operational complexity by removing tier management and simplifying storage decisions
- ✓ Improves business continuity with readily accessible offsite copies for recovery and testing
- ✓ Strengthens cyber resilience with immutable storage and virtual air-gapped protection
- ✓ Supports compliance and evidential integrity requirements for regulated data
- ✓ Extends existing video and media workflows without replacing current systems
- ✓ Enables consistent governance across multiple accounts and teams

Problems Solved

- ✓ Confusing storage tiers and fragmented storage policies
- ✓ Slow recovery caused by offline or delayed access to backup media
- ✓ Ransomware attacks that target backup and archive data
- ✓ Growth in video data that outpaces on premises storage capacity
- ✓ Media archives that are difficult to search and reuse
- ✓ Complex multi-account management across departments and customers



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Technical Leader Summary

- ✓ S3 and IAM API compatible object storage for integration with existing applications
- ✓ Encryption in transit and at rest, plus IAM, MFA, SSO, and multi-user authentication for account security
- ✓ Object Lock with compliance and governance modes, retention policies, and legal holds for immutability
- ✓ Covert Copy provides a hidden, immutable copy that requires multi-user authorisation to access
- ✓ Integrations with backup and recovery platforms including Commvault and Veeam
- ✓ Supports cyber resilience practices such as the 3-2-1-1-0 approach when used with backup platforms
- ✓ Global regions and replication tools support data residency and resilience planning
- ✓ Data migration and connectivity tools support large scale transfers and hybrid architectures

Solutions

Wasabi Cloud Object Storage

- ✓ Hot cloud storage with a single fast tier for a wide range of data types and workloads
- ✓ S3 compatible APIs and IAM compatibility for easy integration with existing tools
- ✓ Security features include encryption, IAM, MFA, SSO, immutability, and multi-user authentication
- ✓ High availability and durability with globally distributed regions
- ✓ Suitable for backup and recovery, active archiving, media workflows, surveillance, and AI and ML
- ✓ Partner integrations connect Wasabi to leading backup, security, and media platforms

Covert Copy

- ✓ Creates a hidden, immutable copy that functions as a virtual air gap for critical data
- ✓ Designed as a last line of defence against ransomware and insider threats
- ✓ Requires multi-user authentication and authorisation to access protected copies
- ✓ Supports regulated and sensitive data, including patient records, financial data, public sector data, and intellectual property
- ✓ Helps meet compliance obligations such as GDPR, HIPAA, PCI, SEC, and FINRA

Wasabi AiR Intelligent Media Storage

- ✓ Combines hot cloud storage with AI powered metadata tagging to improve search and reuse of media
- ✓ Adds object recognition and speech to text to improve discovery across large archives
- ✓ Pre trained for common sports and media use cases and supports tagging in over 100 languages
- ✓ Simple API integration helps teams embed search and discovery into existing tools

Wasabi Surveillance Cloud

- ✓ Extends on premises video management systems with cloud storage capacity
- ✓ Uses cloud bridge software to offload video without changing existing VMS operations
- ✓ Supports hybrid storage with local and cloud copies for resilience
- ✓ Enables bucket immutability and virtual air gapping to protect chain of custody
- ✓ Installs quickly and runs in the background to reduce operational effort
- ✓ Validated with major VMS providers for hybrid surveillance storage

Storage Management Tools

- ✓ Account Control Manager provides multi-account provisioning, policy control, and consolidated management
- ✓ Automates account lifecycle tasks and supports multi-tenant environments
- ✓ Data Transfer Appliance supports large scale data ingestion using physical transfer
- ✓ Direct Connect provides private connectivity between data centres or cloud compute and Wasabi
- ✓ Cloud Sync Manager migrates data from S3 compatible storage locations
- ✓ Object Replication copies data between Wasabi regions for resilience and availability

Solution Features

- ✓ Single fast storage tier for immediate data access
- ✓ S3 compatible object storage and IAM compatibility for integration
- ✓ Web management console and account control tools for governance
- ✓ Encryption in transit and at rest, with IAM, MFA, SSO, and multi-user authentication
- ✓ Object Lock with compliance and governance modes, retention policies, and legal holds
- ✓ Covert Copy for hidden, immutable, virtual air-gapped protection of critical data
- ✓ Integrations with backup and recovery platforms such as Commvault and Veeam
- ✓ Tools for migration, private connectivity, and region to region replication

Solution Benefits

- ✓ Keeps data accessible for faster recovery and operational continuity
- ✓ Simplifies storage operations and reduces administrative effort
- ✓ Strengthens cyber resilience with immutable backups and multi-user authorisation
- ✓ Supports compliance obligations and chain of custody for sensitive data
- ✓ Enables scalable storage for growing datasets, media archives, and video estates

Service Delivery

The sections below describe the typical onboarding and support journey for Qnetix services. Each service is tailored to your scope, change windows, and operational priorities.

Onboarding and Setup

Onboarding is designed to be fast, low risk, and fully managed by Qnetix. You provide authorised contacts and access requirements, and we handle provisioning, configuration, validation, and documentation handover. Training is included where required. Standard onboarding and offboarding are included at no cost, with additional onboarding support available at a pre agreed rate.

Typical onboarding phases include:

- ✓ Discovery and requirements validation
- ✓ Access provisioning and security alignment
- ✓ Service configuration and integration
- ✓ Testing, validation, and acceptance
- ✓ Go live and handover into steady state

The timeline is agreed with each customer and aligned to change windows and delivery priorities.

Ongoing Delivery and Support

Support is provided through email and online ticketing with clear priority-based response times:

- ✓ P1 (Critical - Service down or severely impacted): Within 4 hours
- ✓ P2 (High - Significant functionality impaired): Within 8 hours
- ✓ P3 (Medium - Minor functionality issue): Within 2 business days
- ✓ P4 (Low - General inquiry or enhancement request): Within 3 business days

Customers can set and adjust ticket priority and track status through the full lifecycle.

Proactive service management includes monitoring, patching, planned maintenance, and continuous improvement. We operate ITIL aligned practices for incident, problem, request, change, and capacity management to keep services secure, stable, and optimised.

Reporting and Reviews

Quarterly reporting and service reviews provide visibility and accountability. Reports cover:

- ✓ SLA performance and uptime
- ✓ Incident and change summaries
- ✓ Usage and capacity trends
- ✓ Risk, compliance, and improvement actions

Reviews focus on performance, planned improvements, and roadmap alignment with agreed action tracking and follow ups.

Account Management

Each customer is assigned:

- ✓ A Technical Account Manager for service oversight, escalation, and governance
- ✓ A Principal Engineer for technical assurance, troubleshooting, and optimisation

Formal service reviews are quarterly, with ad-hoc check ins available as required. Governance aligns to ITIL principles, including service level management, change enablement, and capacity planning.

Security and Compliance

Security and compliance are delivered through a structured governance model with a dedicated security team responsible for operations, certifications, and internal audit. The Qnetix security team report directly to the Qnetix Managing Director. Documented policies include Access Control, Audit and Accountability, Configuration Management, Contingency Planning, Identification and Authentication, Information Security, Information Technology, Personnel Security, Physical and Environmental Security, Risk Assessment, System and Information Integrity, Vendor Management, and Business Continuity.

Services are designed for resilience using a multi data centre architecture. Customer systems can be replicated across separate data centres or cloud locations to remove single points of failure, enabling

automatic failover and continued availability in the event of hardware, network, or site incidents. Additional architectural and resilience details are available on request.

Security and compliance activities are agreed on a case-by-case basis to align with customer requirements and sector obligations.

About Qnetix

Qnetix is an outcome driven IT managed service provider supporting startups, growing businesses and the UK public sector. We operate as an extension of leadership and technical teams, delivering measurable outcomes through technology innovation, structured runbooks, governance, and accountable service delivery.

Our mission is to improve customer operations with reliable, secure, and cost efficient services backed by UK based support. Our values are trusted, expert, and outcome driven.

We provide end to end IT services that scale with your business, including hosting, multi cloud and private cloud services, security and compliance, DevOps and DevSecOps, Kubernetes, observability and monitoring, end user support, SaaS applications, and AI systems management. We use AI to supplement engineering delivery and operate management systems that oversee service quality and risk.

Customers choose Qnetix for predictable delivery and clear governance, with a dedicated UK lead architect on every engagement and flexible commercial models, including outcome based contracts. We provide a 24x7 command centre, ISO aligned governance, and a global talent pool backed by strong vendor relationships. Rapid onboarding and continuous optimisation help customers move quickly while staying secure and compliant.

Case Studies

The following case studies include the products referenced in this service description.

UK Public Sector Customer Case Study

Qnetix Backup Service: Backup and Cyber Recovery for 4,000 Users

Overview

A UK public sector organisation required a modern, resilient backup and cyber recovery service for 4,000 users across core business lines. The customer needed to strengthen cyber resilience, reduce operational overhead, and ensure predictable governance without disrupting critical services. Qnetix delivered the Qnetix Backup Service using our backup and cyber recovery managed platform, providing secure, scalable protection with clear service accountability.

Customer Context

The customer operates essential public services, supporting front line operations and internal teams with a mix of cloud and on premises systems. Existing backup arrangements were fragmented and required significant manual effort to manage. The organisation wanted improved recovery confidence, a consistent

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operating model, and assurance that security and compliance could be maintained at public sector standards.

Objectives

- ✓ Establish consistent backup and cyber recovery coverage across 4,000 users and core business services
- ✓ Improve recovery confidence and reduce the risk of data loss following cyber incidents
- ✓ Reduce day to day administration burden through managed service operations
- ✓ Provide transparent reporting, governance, and predictable costs
- ✓ Align with public sector requirements for resilience and assurance

Solution

Qnetix implemented the Qnetix Backup Service, a fully managed backup and cyber recovery solution delivered through our platform. This approach provided an enterprise grade solution while keeping service operations centralised and consistent. The customer benefited from a single, managed service model with Qnetix accountable for implementation, ongoing operations, and continuous improvement.

Key elements of the solution included:

- ✓ Managed backup and recovery platform, owned and operated by Qnetix on behalf of the customer
- ✓ Comprehensive backup coverage for user data and core business systems
- ✓ Cyber recovery workflows designed to improve resilience and restoration confidence
- ✓ Centralised monitoring and management to reduce administrative burden
- ✓ Security and compliance controls aligned to public sector expectations

Implementation and Transition

Transition was delivered using our ITIL standards based delivery model. Qnetix worked directly with authorised customer contacts to gather requirements, confirm access, and align service configuration with existing policies. Backup configurations and policies were established as part of onboarding, with no additional cost.

The transition plan focused on continuity of service and minimal disruption. Key steps included: 1. Discovery and validation of systems, data priorities, and recovery objectives 2. Access provisioning and security alignment 3. Service configuration and policy setup 4. Initial protection, testing, and validation 5. Steady state operations and reporting handover

Service Management

Qnetix provided an end-to-end service management as part of the delivery model. The customer received a fully managed service with clear governance and a structured operational rhythm, aligned to ITIL practices for incident, problem, change, and capacity management.

Service management included:

- ✓ Quarterly governance and roadmap reviews
- ✓ Monthly reporting on service status, changes, and improvements
- ✓ Proactive monitoring and management of backups

- ✓ Proactive issue identification and resolution
- ✓ Collaborative change and deployment support
- ✓ Continuous optimisation based on service data and customer priorities

Outcomes and Benefits

The customer achieved a more robust backup and cyber recovery capability, with improved operational control and governance. The managed service model reduced internal effort, and reporting created clear visibility for leadership and assurance teams.

Key outcomes included:

- ✓ Achieved 99.9 percent backup success rate with 100 percent recovery confidence
- ✓ Reduced administration burden by 34 percent through fully managed service
- ✓ Recovery time objectives improved from 24 hours to under 4 hours for critical systems
- ✓ Greater compliance confidence via consistent policies and reporting
- ✓ Clearer accountability with a single managed service provider
- ✓ Cost savings of approximately 40 percent compared to previous fragmented solutions

Operational Impact

The Qnetix Backup Service allowed the organisation to focus on core public services while maintaining a strong security posture and recovery readiness. Proactive service management reduced risk, and the transition delivered fast time to value without disruption.

Why Qnetix

Qnetix brought proven delivery across backup, cloud, security, and managed services, supported by direct partnerships and a mature operating model. Our approach ensured the customer received the benefits of an enterprise grade platform with completed vendor service accountability, structured governance, and continuous improvement. Customer is still supported by Qnetix today.

UK Industrial Manufacturer Customer Case Study

Full Back Office IT Outsource

Overview

A UK industrial manufacturer required a fully managed backoffice IT service to stabilise operations, improve security, and reduce the burden on internal teams. The customer wanted a single partner to manage cloud and on premises infrastructure, development platforms, security controls, and user support, while keeping services available across multiple regions and business units. Qnetix delivered a full outsource model with clear governance, proactive management, and measurable service outcomes.

Customer Context

The customer operated mixed environments across multiple regions, with separate non-production, production, and shared service zones. The estate included cloud infrastructure, firewalls, monitoring tools, developer platforms, and Kubernetes clusters, alongside core operating systems and storage services. Previous support arrangements were fragmented, with limited operational visibility and inconsistent processes.

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Objectives

- ✓ Consolidate backoffice IT operations under a single managed service
- ✓ Improve service availability, security, and operational consistency
- ✓ Establish clear governance, reporting, and escalation routes
- ✓ Provide reliable support for infrastructure, platforms, and end users
- ✓ Enable predictable service delivery across regions and environments

Solution

Qnetix delivered a full backoffice IT outsource service, providing day to day operational management, security oversight, cloud platform support, and developer enablement. The service focused on resilient cloud operations, secure access and monitoring, and reliable CI and CD pipelines to keep development teams productive.

Key elements of the solution included:

- ✓ Managed cloud infrastructure across production and non-production regions
- ✓ Security monitoring, alerting, and remediation processes across network and platform layers
- ✓ Centralised monitoring and log management for infrastructure and application platforms
- ✓ Managed CI and CD toolchains, including source control, build pipelines, and code quality systems
- ✓ Developer platform support to keep teams productive and releases reliable
- ✓ Managed storage, DNS, and connectivity services
- ✓ Structured governance, reporting, and service optimisation
- ✓ Hosting services for non-public cloud systems

Systems in Scope

The service covered an estate across shared, non-production, and production zones, including:

- ✓ Firewalls, security monitoring appliances, and network policy controls
- ✓ Monitoring systems for infrastructure and application health
- ✓ Development platforms and toolchains for build, release, and artifact management
- ✓ Kubernetes clusters supporting core business applications
- ✓ Cloud infrastructure services including compute, networking, identity, storage, and monitoring
- ✓ Shared storage services and connectivity components
- ✓ DNS, load balancing, and secure connectivity services

Service Management

Qnetix delivered a fully managed service across UK business hours with 24x7 coverage for critical incidents. The service included proactive management, structured reporting, and continual improvement, with a strong emphasis on cloud operations, security, developer enablement, and ITIL aligned incident, problem, change, and capacity management.

Service management included:

- ✓ Proactive monitoring, alerting, and incident response
- ✓ Patch management and configuration control to an agreed monthly schedule
- ✓ Capacity planning and performance management

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Monitoring
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- ✓ Cloud operations management across infrastructure, network, and identity services
- ✓ Security management including vulnerability handling, access review, and policy enforcement
- ✓ CI and CD platform management to maintain reliable developer workflows
- ✓ Backup configuration, monitoring, and restore support
- ✓ Documentation management and best practice guidance

Support and Response

Support was delivered through a 24x7 helpdesk with clear escalation pathways and priority based response. The model included Level 2 support for systems in scope, with escalation to customer technical teams where required.

Outcomes and Benefits

The customer achieved consistent operational control, improved service availability, and reduced internal effort. The outsource model created predictable delivery, clear accountability, and a stable platform for ongoing growth.

Key outcomes included:

- ✓ Achieved 99.7 percent service availability across production and non-production environments
- ✓ Mean time to resolution improved by 42 percent through proactive monitoring and clear escalation
- ✓ Security posture strengthened with full patch compliance and zero critical vulnerabilities
- ✓ Reduced operational load on internal teams by 41 percent
- ✓ Greater visibility through structured reporting and governance
- ✓ Infrastructure costs reduced by 32.7 percent through optimised cloud operations

Summary

Qnetix delivered a full backoffice IT outsource service for a UK industrial manufacturer, covering infrastructure, platforms, security, and support across a complex multi region estate. The result was a more resilient, well governed service with predictable outcomes and a clear operational model. Customer is still supported by Qnetix today.

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