

G-Cloud 15 Service Definition for Datto Backup and Disaster Recovery (BCDR)



1 Service Description

Datto BCDR provides a unified approach to backup and disaster recovery by combining:

- Local and/or direct-to-cloud backup
- Secure off-site replication to the Datto Cloud
- Rapid recovery through instant virtualisation and cloud-based disaster recovery

The service is managed through a secure, cloud-based administrative portal that provides a single view of protected systems, backup health, verification status, and recovery options.

Datto BCDR supports multiple deployment patterns, allowing buyers to select the most appropriate approach based on location, criticality, and recovery objectives.

2 Deployment Models

Datto BCDR supports the following deployment options within a single service framework:

2.1.1 Local + Cloud Backup and Recovery (Datto SIRIS)

Datto SIRIS combines local backup and recovery with a secure cloud repository and full disaster recovery in the Datto Cloud. SIRIS can be deployed as:

- A hardened backup appliance
- A virtual appliance
- A software-only or imaged deployment on existing hardware

This model supports rapid local recovery while maintaining off-site resilience and cloud-based DR capabilities .

2.1.2 Direct-to-Cloud Backup

For environments where local backup infrastructure is not suitable, Datto BCDR supports direct-to-cloud backup, with protected systems replicating securely to the Datto Cloud for recovery and DR operations.

3 Service Features

3.1.1 Backup and Data Protection

- Image-based backup of physical and virtual servers
- Granular recovery points (down to 5-minute increments where configured)

- Inverse Chain Technology™, ensuring each backup snapshot is a fully independent recovery point
- Flexible retention options, including time-based and cloud-based retention

3.1.2 Recovery and Disaster Recovery

- Instant virtualisation of protected systems locally or in the Datto Cloud
- 1-Click Disaster Recovery for rapid cloud failover using pre-tested configurations
- File-level and folder-level restore
- Bare metal recovery to same or dissimilar hardware
- Image export to standard virtual machine formats
- Rapid Rollback to reverse widespread unwanted changes such as ransomware infection
- Fast Failback™ to return workloads to primary infrastructure after recovery

3.1.3 Verification and Assurance

- Automated backup verification
- Patented Screenshot Verification to confirm systems will boot and are recoverable
- Recovery Launchpad providing guided, fail-safe recovery workflows

4 Service Benefits

- Improves organisational resilience and continuity of critical services
- Reduces recovery time objectives (RTO) through instant virtualisation
- Provides predictable costs through flat-fee disaster recovery
- Protects against ransomware and malicious data deletion
- Simplifies recovery through guided, portal-based workflows
- Supports hybrid, distributed, and remote IT environments

5 Datto Cloud Platform

The Datto Cloud is a private, purpose-built backup and recovery cloud designed specifically for business continuity workloads.

5.1.1 Architecture and Availability

- 9 data centres across 7 countries and 4 continents
- Geo-replicated backup storage for resilience and data sovereignty
- Designed to support large-scale recovery operations with high availability

5.1.2 Security

- AES-256 encryption during replication and at rest
- Optional customer-managed encryption keys
- Immutable cloud architecture protecting backups from ransomware
- Cloud Deletion Defense™ to recover maliciously or accidentally deleted backups
- Mandatory multi-factor authentication for administrative access
- Physical and logical security controls across all data centre locations

5.1.3 Compliance

- ISO 27001
- SOC 1 Type II
- SOC 2 Type I and Type II

6 Supported Platforms

- Physical servers
- Virtual machines (VMware and Microsoft Hyper-V)
- Windows Server and Linux operating systems
- Application-aware protection for Microsoft SQL Server, Exchange Server, and SharePoint

7 Onboarding and Implementation

Quadris provides structured onboarding to ensure Datto BCDR is deployed in line with buyer requirements. This includes:

- Service design and deployment planning
- Installation and configuration of backup components
- Initial backup and recovery validation
- Knowledge transfer and documentation

Onboarding is included in the Service Pricing held under this listing.

8 Service Levels and Availability

Datto BCDR operates as a continuously available cloud service.

- Backups are performed at frequent intervals based on configuration
- Recovery services are available on demand
- Disaster recovery testing can be performed without impacting production systems

- No additional charges for DR testing or cloud recovery operations

9 Pricing Model

Pricing is based on protected workloads and the selected Quadris support model. Datto BCDR uses a predictable, flat-fee pricing structure with no additional charges for storage growth, DR testing, or cloud recovery.

The service is ordered through the G-Cloud Digital Marketplace in accordance with framework terms.

10 Dependencies

- Dependent on network connectivity for replication and recovery
- Recovery performance is influenced by data size and selected recovery method
- Supported platforms must meet Datto compatibility requirements

11 Exit Management

Quadris supports an orderly exit from Datto Backup and Disaster Recovery at contract end or on early termination. Exit activities are agreed with the buyer and designed to minimise service disruption.

Buyers retain ownership of all data at all times. Quadris will support the transfer of administrative access, configuration information, and backup data where supported by the Datto platform.

Quadris access will be removed at exit, and service credentials securely revoked. Data deletion is performed in line with buyer instruction and Datto platform controls.

Standard exit support is included. Any non-standard exit activity will be agreed in advance.

12 Quadris Support Model

Quadris provides optional support services for Datto BCDR to assist organisations in the effective operation, administration, and ongoing use of the service. These support services are designed to meet differing operational models within the public sector, from self-managed environments requiring limited assistance to fully managed services delivered on behalf of the buyer.

Quadris support services are offered in addition to the Datto BCDR subscription.

12.1 Base Support Service – Assisted Self-Managed Operation

12.1.1 Service Description

Under this model, the buyer retains responsibility for operating Datto BCDR, with Quadris providing enablement, guidance, and escalation support. This option is suitable for organisations with in-house security or infrastructure teams who wish to manage their own Backup and Disaster Recovery policies and operations, while accessing specialist expertise when required.

12.1.2 Inclusions

- Initial deployment and configuration
- Named Quadris technical contact
- Administrator training covering monitoring, verification, and recovery processes
- Best-practice guidance and escalation support

12.1.3 Buyer Responsibilities

- Day-to-day monitoring and management
- Initiation of restores and DR events
- Internal incident management and communications

12.2 Managed Support Service – Quadris-Operated Service

12.2.1 Service Description

Under this model, Quadris operates Datto BCDR as a Service on behalf of the buyer. Quadris assumes responsibility for configuration, monitoring, policy management, and incident response activities, providing a managed security service aligned to public sector operational requirements. This option is suitable for organisations seeking to reduce operational overhead or lacking in-house expertise.

12.2.2 Inclusions

- Full service onboarding and configuration
- Proactive monitoring and alert handling
- Managed restores and disaster recovery execution
- Regular reporting and service reviews

12.2.3 Buyer Responsibilities

- Define recovery objectives and priorities
- Maintain protected systems and application ownership
- Participate in service reviews and recovery planning

12.3 Service Boundaries and Assumptions

- Quadris support services do not replace the underlying Datto BCDR subscription.
- All services are delivered remotely unless otherwise agreed.

12.4 Support Service Responsibility Matrix (RACI)

Activity	Base Support Service (Assisted Self-Managed)	Managed Support Service (Quadris-Operated)
Service onboarding & configuration	Quadris (R) / Buyer (A)	Quadris (R)
Backup policy & retention setup	Quadris (R) / Buyer (A)	Quadris (R)
Day-to-day backup monitoring	Buyer (R)	Quadris (R)
Backup verification & assurance	Buyer (R)	Quadris (R)
Alert handling & investigation	Buyer (R)	Quadris (R)
File-level restore execution	Buyer (R)	Quadris (R)
Full system restore / recovery	Buyer (R)	Quadris (R)
Disaster recovery execution	Buyer (R)	Quadris (R)
Disaster recovery testing	Buyer (R)	Quadris (R)
Service reporting & reviews	On request	Included
Technical escalation to vendor	Quadris (R)	Quadris (R)
Datto Cloud platform operation	Datto (R)	Datto (R)

R = Responsible, A = Accountable, C = Consulted, I = Informed