



Service Definition Document

Commvault Managed
Backup-as-a-Service

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Solution Overview

What is Commvault Managed Backup-as-a-Service?

Commvault Managed Backup-as-a-Service is a cyber resilient data protection solution, underpinned by Commvault's enterprise-class, industry leading data protection software with broad support for operating systems, databases, virtualisation platforms, public cloud workloads and cloud applications.

This service is deployed, managed and supported by Iomart's channel brand 'ORIIUM'. ORIIUM helps organisations boost their capability for cyber recovery immediately, without waiting for long planning cycles or major capital outlays.

Key Features

- Advanced anomaly detection: Advanced heuristics engine enables instant detection and alerting of malicious data changes.
- Immutable by design: Multiple security and immutability layers with virtually air-gapped cloud storage.
- Rapid data recovery: Quickly recover entire systems or individual files from clean recovery points.
- DR failover and failback capabilities: Managed failover and failback from a disaster event.

Key Benefits

- Fully managed: 24/7/365 monitoring and management of service operations
- Flexible service operations: Flexibility to incrementally scale service consumption as required
- Compliant data protection: Enables compliance with data security frameworks including Cyber Essentials/+, Cyber Insurance, NCSC CAF, GDPR, and more
- Trusted management from a trusted partner: ORIIUM are a UK leading channel provider of data protection solutions and remove the burden of selecting, deploying, operating, and maintaining complex backup and recovery systems

Service Overview

ORIIUM's managed data protection is delivered from a single, unified platform designed specifically to defend against an ever-evolving threat landscape while meeting modern-day business needs.

Recovery from backup is the last line of defence against cyber-attacks, and ORIIUM's data protection platform is immutable by design and leverages a zero-trust security model to ensure customer data is safe from cyber-attack and other malicious events.

ORIIUM's team of data protection experts proactively monitor customer environments 24/7/365 for anomalous events, both in backup and production data. Upon identifying anomalies, they execute pre-defined workflows to mitigate the effects of an attack.

ORIIUM can also provide an optional dedicated cyber recovery team who are available 24/7/365 to assist with rapid recovery of customer data and systems to a known clean recovery point.

Objectives of the Service

Key objectives of the service are:

- Improve the cyber posture of our customers and their data by enabling protection, detection, and recovery from cyber security incidents.
- Reduce supply chain risk and minimise the attack surface by consolidating protection of on-premise, cloud, and SaaS workloads into a single platform managed by a single provider.
- Remove the management burden of maintaining complex environments, therefore reducing operational costs and reduced focus from key business objectives

Data Protection & GDPR

ORIUM, part of the Iomart Group, is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct. Our Data Protection policy sets forth the expected behaviours of Iomart Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to an Iomart Contact (i.e. the Data Subject). Iomart, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in our Data Protection policy (available on request).

Iomart's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all Iomart Employees and Third Parties to share in this commitment.

Iomart uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of Iomart Entities.
- To provide services to Iomart customers.
- The ongoing administration and management of customer services.
- The use of a contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object.

Each Iomart Entity will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, Iomart will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or to take steps at the request of the Data Subject prior to entering a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party.

Why Partner with ORIIUM

ORIIUM has a 15+ year pedigree designing, operating, and managing Commvault-based data protection services across complex hybrid environments in the UK public sector and regulated industries. ORIIUM Cloud Backup combines robust technology with deep expertise in enterprise data protection, ensuring VIG can confidently meet its objectives for operational continuity, cyber resilience, and compliance. By partnering with ORIIUM, VIG gains a solution that not only addresses today's challenges but also scales to support future growth and evolving risk landscapes. ORIIUM are:

The number one Commvault Support Partner in the UK and in the top 3 globally

- The largest channel Commvault MSP in the UK
- Commvault's training delivery partner across EMEA
- ORIIUM's 200+ customers trust them to look after over 50PB of data across on premise, private and public cloud environments.

Exit Planning

If you wish to transition to an alternative supplier, Iomart will work with you and the new supplier to ensure an efficient and seamless transition. Like our implementation process, our exit process will ensure that all stakeholders are engaged, risks are identified and mitigated, and that a clear programme of works is documented and communicated.

Upon confirmation of transition, Iomart will engage with you to create a Statement of Work and present a services package that will ensure a successful move.

The topics to be discussed include:

- Data migration
- Simultaneous use (if needed)
- Handover of projects in progress (if applicable)
- Final period report(s)
- Final period invoice(s)

You can be assured of minimal disruption during the transition, therefore allowing you to focus on business-as-usual activities.

Please see our Terms and Conditions for further detail.

IOMART ORIUM

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