

Service Definition Document

iSaaS Systems Storage Services

Rosebud Cloud Solutions

G-Cloud 15 – Lot 2a: Infrastructure Software as a Service (iSaaS)

1. Overview

Rosebud Cloud Solutions' *iSaaS Systems Storage Services* provide secure, scalable, and resilient storage solutions for public sector organisations. The service supports data protection, replication, migration, archiving, and performance optimisation across hybrid and cloud-hosted environments. With integrated backup and recovery reporting, automated tiering, and storage acceleration, it enables compliant, efficient, and centrally managed storage operations across email, file systems, and cloud workloads.

2. Service Summary

Service Name

iSaaS Systems Storage Services

Service Type

Lot 2a – Infrastructure Software as a Service (iSaaS)

Service Description

Rosebud's Storage service provides secure, scalable solutions for data protection, replication, migration, and archiving. It includes backup and recovery reporting, virtualization, automated tiering, and storage acceleration. Designed for public sector resilience, it supports infrastructure management, trusted access, and compliance across email, file systems, and cloud-hosted environments.

Service Categories

- Storage
- Data Replication and Protection
- Data Protection Software
- Backup and Recovery Reporting Software
- Storage Replication Software
- Systems and Data Migration Software

- Replication Management Software
- Archiving (Email, File, and Other Archiving Software)
- Storage Infrastructure and Device Management
- Virtualization and Federation Software
- Host-Based File Systems and Volume Management
- Storage Access and Path Management
- Automated Storage Tiering
- Storage Acceleration Software

Multi-Cloud Support

Yes – supports public, private, and hybrid cloud deployments.

3. Service Features and Benefits

3.1 Features

- Automated data replication across regions
- Backup and recovery reporting tools
- Email and file archiving software
- Storage tiering and acceleration
- Host-based volume management
- Virtualized storage infrastructure
- Migration and replication management software
- Secure access and path control
- Compliance-ready data protection software
- Centralised storage monitoring dashboard

3.2 Benefits

- Improved data resilience and availability
- Faster recovery from outages or loss
- Simplified long-term data archiving
- Optimised storage performance and cost

- Flexible storage across hybrid environments
- Reduced risk of data corruption
- Streamlined migration and replication processes
- Enhanced access control and security
- Easier compliance with retention policies
- Centralised visibility into storage health

4. Service Scope

4.1 Included

- Data replication and protection tooling
- Backup and recovery reporting
- Email and file archiving capabilities
- Storage tiering and acceleration configuration
- Virtualized storage infrastructure support
- Host-based file system and volume management
- Migration and replication management
- Centralised monitoring and reporting
- Standard onboarding and documentation

4.2 Not Included

- Custom development or bespoke integrations
- Third-party licensing costs
- Onsite support (available at extra cost)
- Extended support packages (quoted separately)

5. Service Constraints

- Relies on Microsoft Azure infrastructure and SLAs.
- Service is not ISO/IEC 27001 certified.
- Buyers must configure identity, access, and policy settings correctly.
- Security analytics depend on buyer-enabled telemetry and logging.

- Some advanced features or integrations may require additional scoping or licensing.
- Onsite training and support for unmanaged environments may incur extra cost.
- Data residency must be configured by the buyer.
- Buyer-led changes outside agreed parameters may affect service integrity.
- All constraints are reviewed and documented during onboarding.

6. System Requirements

- Role-based access control configured
- Endpoint agents installed and updated
- Secure network connectivity
- Sufficient storage capacity allocated
- Defined backup and retention policies
- Stable internet connection and bandwidth

7. Reselling Information

Supplier Type

Reseller providing additional features and support not available from the original supplier.

Original Supplier

Microsoft

8. User Support

8.1 Support Channels

- Email or online ticketing: **Yes, at extra cost**
- Phone support: **No**
- Web chat support: **No**
- Onsite support: **Yes, at extra cost**

8.2 Support Response Times

- 1-hour initial response

- 2-day fix target
- 12-hour weekend response time (unless otherwise agreed)

8.3 Support Levels

- Standard support level (cost provided at discovery/quote stage)
- Dedicated technical account manager (qualified cloud engineer)

8.4 Support for Third Parties

Yes – support available to authorised third-party partners or managed service providers.

8.5 Accessibility

Compliant with EN 301 549.

9. How Users Access the Service

- Web browser interface: **No**
- Application installation: **No**
- Mobile-optimised interface: **No**
- Service interface: **No**
- API availability: **No**
- Customisation: **No**

10. Pricing

Pricing is provided during discovery and quotation, based on:

- Storage capacity and performance requirements
- Replication and archiving needs
- Required support levels
- Optional onsite or extended support services

11. Onboarding and Offboarding

11.1 Onboarding

- Requirements and environment assessment
- Access and permissions setup

- Storage replication and protection configuration
- Archiving and tiering setup
- Governance and reporting structure definition

11.2 Offboarding

- Removal of access permissions
- Export of logs, configurations, and monitoring data (where applicable)
- Decommissioning of service components
- Optional transition to Managed Cloud Support Services

12. Security and Compliance

- Delivered using secure, approved cloud environments
- Supports governance, risk management, and compliance frameworks
- Reinforces secure-by-design principles
- Data residency aligned with buyer-selected Azure regions

13. Service Management

Rosebud provides ITIL-aligned service management, including:

- Incident management
- Change management
- Problem management
- Capacity and performance monitoring
- Governance reporting

14. Technical Roadmap

Rosebud continues to enhance the service through:

- Expanded storage acceleration and tiering capabilities
- Enhanced automation for replication and archiving
- Additional hybrid cloud integration features
- Improved analytics and performance tooling