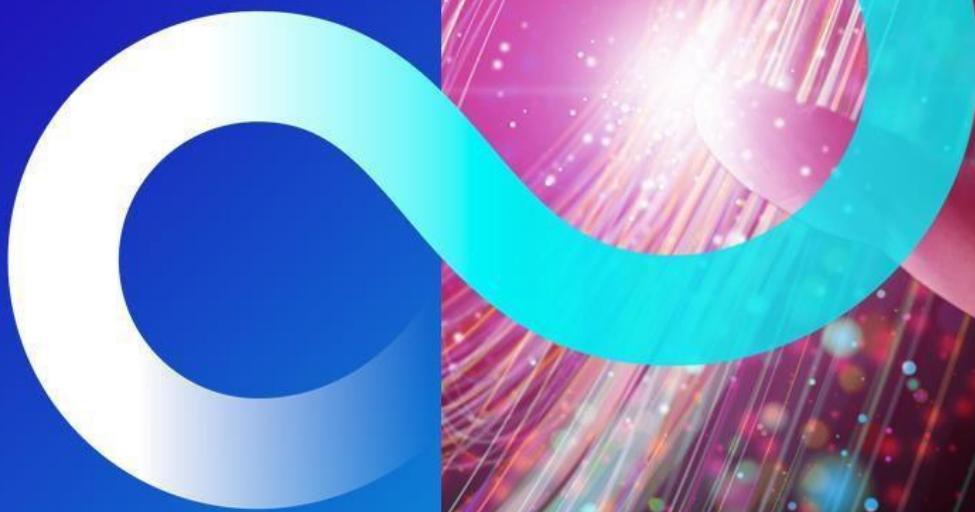


Service Definition

Hybrid Data Management

FUJITSU



G-Cloud 15

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Hybrid Data Management Overview

The Hybrid Data Management (HDM) service provides a data management 'as a service' capability, consisting of backup and recovery, DR, archive, analytics and compliance search functionality, and is hosted on centralized, always-on infrastructure located in Fujitsu UK data centres. Consumers of the service can be connected via a private network connection (LAN or WAN) or via the Internet (or both) and may therefore be resident in Fujitsu data centres or elsewhere.

The service is utility charged by the GB per month based on the amount of front-end data being protected on the Customer's devices, irrespective of the amount of data actually transferred and retained within the service. Standard pricing is based on fixed retention and enables predictable cost estimation for the Customer.

The service can complement or replace traditional on-site backup and archive solutions with one that is secure, off-site by design and with the scale and flexibility afforded by cloud capabilities.

The service offers easy to consume options, available to system administrators via an accessible service portal. Varying levels of complexity and integration can be configured into a Customer's infrastructure.

Fujitsu provides enterprise class levels of performance and scalability, supplemented by a service portal which provides scheduled and on-demand reporting.

Data residency locations are assured and always held at two live UK Fujitsu data centre locations, ensuring accessibility and protection against loss or corruption.

Access to the service may be achieved by any (or all) of the following connection methods:

- Internet
- Private LAN connection
- Private WAN connection

All of the connection options terminate at the HDM network point of presence where a multi-layer firewall solution maintains isolation of those incoming networks.

Backup & Recovery

The option for Backup and Recovery is targeted at physical or virtual servers and desktop or laptop devices within a customer estate. Those devices may be conventionally hosted or reside within any of the Fujitsu Cloud services, in addition to 3rd party services.

The service provides the following characteristics:

- Server hosted data backup and recovery capability
- Desktop or Laptop data backup and recovery capability
- Unlimited consuming client count
- Unlimited download of required software agents
- Self-service installation of consumer side software components
- Daily backup utilizing efficient compression and deduplication to reduce bandwidth requirement
- 35 days of backup retention all available for immediate self-service recovery
- Automated associated software patch deployment
- Charged by the amount of data that is subject to backup on the consuming device
- Monthly charging period
- Automated monthly success / fail, charging reports and daily alerts

- Additional ad-hoc self-service reporting
- Additional options for longer term retention

Archive

The Archiving option provides customers with an ability to manage growing amounts of data held in e-mail, SharePoint and conventional file systems. Archiving enables the customer to:

- Remove static or infrequently accessed data from the backup cycle and therefore improve backup windows and reliability
- Enable journal archiving for Microsoft Exchange e-mail systems
- Increase Microsoft SharePoint efficiencies by moving data objects to remote storage
- Determine content types and aid classification to determine the value of the data held
- Reclaim capacity on expensive primary storage systems therefore easing capacity management issues and reducing capital investment in additional high cost storage and associated environments
- Index the data enabling fast recall and search for general access and for Compliance needs
- Store data in non-repudiated locations and assign specific retention periods
- Ensure archived data is securely stored at two separate locations
- Enable auto-deletion according to customizable attributes to ensure removal of sensitive data to meet retention needs

The HDM Archive option is fully integrated with the Backup and Recovery option, using a single look and feel. This integration also enables a single-pass operation on the data for both Backup and Archiving, removing the need to re-process or transmit the data for each function.

Indexing and Search encompasses both backup and archived data sets, and enables full compliance reporting on retained data across the enterprise. Data can be seamlessly switched from the designated backup set to an archive, further easing backup windows without the need to consider licensing or additional costs.

Integrated Authentication Option

Following an assessment, design and implementation activity, the service is typically configured to integrate into the customer's Microsoft Active Directory for the purpose of user authentication for role-based access capabilities. The customer therefore may effectively achieve seamless single sign on user authentication when using the backup or archive capabilities provided by the service.

Service Scope

Hybrid Data Management Deliverables

The service provides all the compute, security, network and firewall infrastructure required for the service.

Additional network infrastructure may be required to make connection to the service's point of presence and this will be determined and costed in line with the Customer's requirements during start-up.

Management, support and hosting of the service infrastructure is included as part of the service and price, as are all necessary software licences. Policy and software agent requirements are also determined during start-up.

The service supports the following major Operating System, application and cloud platforms:

- | | |
|---|-------------------------|
| • Microsoft Windows Server 2003 to latest | • Google Cloud Database |
| • Microsoft Windows Server 2003 to latest | • Salesforce |
| • Microsoft Exchange | • Amazon S3 |
| • Microsoft SharePoint | • Amazon RDS |
| • Microsoft SQL Server | • Amazon EC2 |
| • MySQL | • Citrix Xen |
| • DB2 | • Azure |
| • IBM Notes/Domino | • Azure Stack |
| • Oracle | • Azure Blob |
| • Linux (Red Hat, Ubuntu, SuSE) | • Oracle Cloud |
| • Solaris SPARC and x64 | • Oracle VM |
| • AIX Power PC | • Oracle PaaS |
| • VMware / VSphere | • Oracle Storage |
| • Hyper-V | • Microsoft Office 365 |
| • Citrix Xen | • Hadoop |
| • SAP | • GlusterFS |
| • Apple OS X / MacOS | • Alibaba Cloud |
| • Google mail | • Cassandra |
| • Google Drive | • Greenplum |
| • Google Compute Platform | • MongoDB |
| • Google Cloud Storage | • Docker |

Service Approach

Fujitsu delivers data management services globally for hundreds of Petabytes of data. This experience ensures that we understand the challenges and increasing complexity involved. The overall complexity is heightened by the pressure on businesses to enhance efficiency and adapt rapidly to constant change. Additionally, the expanding volume and varied value of data require substantial IT management effort to ensure appropriate and continued availability.

Hybrid Data Management provides a multi-cloud and on-premise data management experience for small, medium and large organisations. Features include Backup & Recovery, Archive, Compliance Search, Data Analytics, DR, Data Transfer and more.

With several connectivity options available, dependent on the volume of data protected, enterprise capable functionality is delivered using industry leading technology and infrastructure. With local backup footprint eliminated, the evergreen service ensures that hardware refresh cycles, expansion projects, stranded assets and long-term vendor lock in are all consigned to the past.

With the service continually being developed, and supported by Fujitsu, emerging capabilities are made available to Customers without major upheaval in their day-to-day business operations, and without the traditional upfront capital outlay.

Fujitsu's approach is to provide consultancy as part of the onboarding process with a bespoke solution design created based on the Customers business requirements. Once network connectivity has been established and software agents installed, a baseline transfer of all in-scope data will be performed, followed by 'incremental forever' updates scheduled as requested by the Customer. Synthetic backups are then carried out on a regular basis, ensuring traffic on the network is kept to a minimum.

All backend (or cloud) infrastructure is managed and supported centrally by Fujitsu with the day-to-day management of Customer specific data management tasks either being performed by Fujitsu as a managed service, or by the Customer using the various end-user consoles that are made available.

Assurance

The HDM infrastructure is hosted in Fujitsu owned and managed data centres which meet the Tier 3 criteria of The Uptime Institute. Certified "Gold" in terms of both build and operational sustainability by The Uptime Institute. The data centres are secure and ensure the availability of the technical infrastructure, such as air-conditioning, power supply and network connections. The data centres have numerous security certificates, qualifications and awards including the following:

Certifications:

- Tier III Design certification from The Uptime Institute
- Tier III Build certification from The Uptime Institute
- The Uptime Institute Operational Sustainability GOLD standard

While the service is consumed using self-service interfaces, support of the service infrastructure is as follows:

- The Service shall be made available 24x7 hours x 365 days (except for specified downtime during maintenance windows). The standard hours of support provided by Fujitsu's Service Desk are 08:00-18:00 Monday to Friday (excluding local UK&I public holidays)
- Outside these hours, service calls will be routed to an out of hours service desk. Priority 1 incidents are exceptions that will be actioned and managed on a 24x7x365 hours basis

Accreditations

- ISO 27001 (BS7799) - the British Standard for Information Security Management
- ISO 17799 - the International standard for Information Security Management

Service Management

The service infrastructure is managed and hosted to the following standards:

- BS EN ISO 9001:2000 - the International standard for Quality Management Systems
- ITIL (IT Infrastructure Library) - the standard for Service Delivery Management

It is the responsibility of the customer wishing to utilise the Service to provide their own 1st line service desk capability or equivalent (e.g. single point of contact) to accept and manage incident (fault) calls and general queries. Service Desk services may be arranged via other Fujitsu service offerings.

Reports are automatically generated by the service and are available via the customer portal.

Customer reports will contain the following information:

- Chargeback
- Client Details
- Job Summary last 24 hours
- SLA report
- Job Summary

Further reports may be selected and e-mailed to nominated contacts within the customer's operations team.

The customer can also run any of the further prebuilt or custom reports within the service to gain further business value and insights.

Business Continuity

The service is designed to be highly available with transparent failover capability. Availability of 99.99% per month is expected. All data is physically held by the service across two or more secure locations.

Training and Consultancy

Usage guidance sessions are available.

Business Value

With the explosion of data volumes in recent years, it has become increasingly difficult and complex to manage and control it. Ensuring that data is accessible when required is critical to every business.

There is also a much greater emphasis on compliance, and not all organisations can afford the costs associated with addressing these challenging issues.

Organisations are also looking for solutions where they can scale-down just as quickly as they need to scale-up, with no minimum commitment or vendor lock-in.

Hybrid Data Management (HDM) provides a Fujitsu managed backup & recovery, archive, disaster recovery and data analytics cloud service, for data located on premise, in the public cloud or within Fujitsu data centres. Or a combination of all three.

HDM leverages industry-leading technology and removes the concerns of managing increasingly complex and expensive infrastructure through its lifecycle.

It also provides data insights through its search capabilities, managed retention, and efficient recovery of data. All managed through a single pane of glass.

Sold using a consumption based, pay-as-you-go charging model, and hosted in secure Fujitsu data centres, HDM provides Customers with the flexibility and peace of mind organisations are striving for.

Benefits/Selling Points

- No minimum term contract commitment and charged purely on a Cost/GB/Month basis
- No minimum volume commitment
- No per user or per server charges
- No transaction charges
- Simple capacity based charge removing estimates of potential “back-end” storage usage.
- Fast start up to an already existing service infrastructure
- Enterprise class data protection and management available to organisations of all sizes
- For on premise requirements, the backend infrastructure already exists, resulting in reduced deployment timescales
- For public cloud backup requirements, the extended infrastructure is managed within the same ‘CommCell’
- Provides data management capabilities for on premise, cloud based (incl. SaaS) and edge clients via a single pane of glass
- Self-service option
- Scales up and down as required
- A fully integrated suite of backup, archiving and compliance capabilities to secure, recover, search and report
- Removal of labour-intensive activities such as Capacity Management and Asset Management
- Provides Compliance Search and Legal Hold capability
- Proactively monitors clients for any unexpected activity to safeguard against ransomware and cyber-attacks

Business Drivers

- Reduce OPEX and/or TCO
- Reduce design effort and risk and improve business agility
- Consolidate Data Centres and infrastructure
- Improved cash flow as it is an OPEX based service
- Removes the disruption caused with managing and maintaining hosted environments, allowing organisations to focus on the business
- Reliable solution that scales with the Customer's needs
- Provides an agile, consumption-based model
- Helps organisations reduce, and regain control of, their IT assets
- Reduces Data Centre footprint
- Reduces large-scale capital investment required upfront or for asset refresh

Technical Drivers

- Provides the ability to remove rarely used data from expensive infrastructure
- Provides the ability to manage data located in Fujitsu data centres, the public cloud and on premise via a single pane of glass
- Contains a feature rich suite of data management capabilities including Backup & Recovery, Data Archive, Compliance Search, Data Analytics, Data Migration and Disaster Recovery
- Supported technologies include Applications, Database, File systems, Virtualisation, Cloud IaaS, Cloud Object Based Storage, Microsoft 365, and Kubernetes Containers
- Provides Self-Service Integration and Automation

Typical Use Cases

- Existing Customers where existing data management/protection solutions are approaching end of service life (EOSL) and technical refresh is required
- Customer wants an enterprise class data management solution without the management overheads and associated cost
- Customer has a mixture of on premise, cloud and edge clients, and wants a one-fits-all solution
- Customer requires a solution that provides the flexibility to move data between on premise data centres and cloud hyper-scalers, and between cloud hyper-scalers
- Customer wants to analyse a copy of their data as opposed to the original production data, due to performance implications
- Compliance adherence requirements
- Long-term data retention requirements
- Customer requires rapid setup and take-on
- Customer requires that files are moved from expensive storage using rules-based archiving

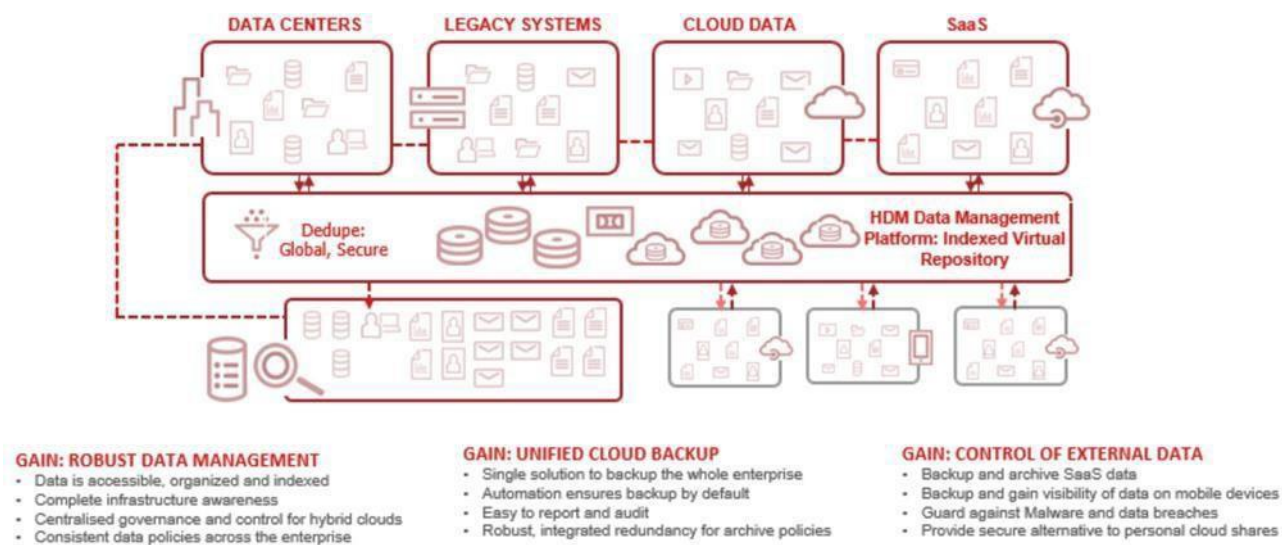


Figure 1. Hybrid Data Management Benefits

Service Monitoring

The service is monitored and managed by Fujitsu, including comprehensive service reporting. Regular security testing is also performed by a third party in accordance with the Fujitsu approach taken with secure government installations.

Failed backup or archive jobs outside of the determined backup window are automatically reported to a nominated customer email account to enable system administrators to determine any needs to re-attempt the jobs at an appropriate time.

Service Support Levels and Fault Logging Priority

Customer Account System administrators are responsible for 1st level troubleshooting of the HDM console with respect to Backup/Recovery and Archive capability. Escalation of issues can be made to the HDM operations team operated by Fujitsu staff. Fujitsu will then handle any further escalation for the needs of problem investigation with the service infrastructure.

Severity Levels	Title	Description	Target Response Time	Target Resolution Time	Schedule
Priority 1 Incident	Critical	Severe business disruption: business unit or sub-unit unable to operate, critical system component failed or severely impaired	30 minutes	4 hours	24*7
Priority 2 Incident	Major	Major business disruption: critical user or user group unable to operate, or business unit experiencing significant reduction in system performance	2 hour	8 hours	0800-1800, Mon-Fri, excluding English Public Holidays
Priority 3 Incident	Medium	Minor business disruption: no circumvention available	4 hours	2 days	0800-1800, Mon-Fri, excluding English Public Holidays

Severity Levels	Title	Description	Target Response Time	Target Resolution Time	Schedule
Priority 4 Incident	Low	Minor disruption: single user or user group experiencing problems, but with circumvention available	8 hours	3 days	0800-1800, Mon-Fri, excluding English Public Holidays
Priority 5 Incident	Very Low	Enquiry: single user or user group requiring assistance but with no direct impact on business	8 hours	5 days	0800-1800, Mon-Fri, excluding English Public Holidays

Table 1. SLA Targets Priority Resolution Definition

Recovery Point & Recovery Time Objectives

It is the responsibility of the HDM service to ensure that the Customer Data is available for recovery, and the Fujitsu Account to manage the RPO & RTO criteria with respect to the Customer.

The HDM service offers daily backups which means the lowest RPO is going to be 24 hours, to reach a lower number than this usually requires snapshot-based backup. Further testing by the customer should be completed after onboarding to ensure HDM meets their requirements.

RTO will be governed by end client performance, which is the sole responsibility of the customer given that the end client performance will most likely be impacted by the following items:

- Firewalls
- CPU/Memory
- Disk throughput
- Data structures
- Network bandwidth
- Priority

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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