



Q-SOLUTION

Secure Storage as a Service

Service Description



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Crown
Commercial
Service
Supplier





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1 Overview

The UK Public Sector requires robust methods for securing sensitive data during storage and exchange. Building on over 20 years of experience in secure domains, Q-Solution's **Storage as a Service (STaaS)** provides a secure document management and sharing platform that can integrate with third party systems and services to provide additional or extended storage solution.

Our service delivers a high-integrity Object Storage environment engineered specifically for organisations navigating rigorous regulatory landscapes. Built for mission-critical compliance, our platform offers an elastic architecture that scales instantly alongside your data requirements. By utilising a transparent, consumption-based pricing model, we ensure that high-level security remains cost-effective, providing a resilient foundation for long-term archiving, storing of sensitive application data and supporting robust disaster recovery.

1.1 Key Features

The features of the service include:

- **Secure Document Management:** Comprehensive folder structures with drag-and-drop upload capabilities assured to hold OFFICIAL level data.
- **UK Sovereign data residency**
- **Pay per Storage:** Unlimited storage available on a pay as you use basis
- **Advanced Encryption:** AES-256 server-side encryption at rest and encryption in transit via short-lived pre-signed URLs.
- **Integrated Anti-Malware:** Automatic malware scanning for all uploads with periodic rescanning and secure quarantine for detected threats.
- **Role-Based Access Control (RBAC):** Granular permissions ensuring only authorised personnel can add, modify, or share documents.
- **Lifecycle Management:** Automated expiry times for documents and a recycle bin to manage file lifecycles effectively.
- **Version Control:** Configurable version history to track and retain previous document states.
- **Flexible Quotas:** Customisable storage limits for individuals and organisations
- **API Integration:** Providing API based backend integration to enterprise applications
- **Immutable Backups:** Protects data and services from unauthorised principles

1.2 Benefits

Secure Storage as a Service has the benefits of:

- **Seamless Collaboration:** Secure sharing between users within authorised domains.
- **Unlimited User Access:** Unlike seat-based competitors, Q-Solution offers unlimited user accounts at no additional cost, making it ideal for multi-agency collaboration
- **Enhanced Auditability:** Detailed audit trails logging every action performed on objects for compliance purposes.

- **Administrative Oversight:** Allows organisation admins to take ownership of files from off-boarded users.
- **Sovereign Security:** Leverages public cloud resilience while maintaining strict UK security standards.
- **Protection from Ransomware:** Immutable backups ensure separation between customer data and backup

1.3 Security and Information Assurance

Q-Solution operates a comprehensive Cyber Assurance process for our Secure STaaS including:

- GovS 007 (replacing HMG Security Policy Framework)
- NCSC Cloud Security Principles
- ISO/IEC 27001:2022 certification
- Secure by Design Assessments
- Cyber Essentials Plus
- AES-256 Server side encryption
- Data Encryption in transit
- Malware detection

1.4 Location and Connectivity

Our Secure STaaS is a cloud based service access across the public internet and government PSN network. Where more restricted access is required (e.g. VPN, Private Gateway, Peering etc), these can be provided and will be delivered through our Professional Service, charged at our current G-Cloud SFIA rate.

2 Storage as a Service SLA

2.1 Support Hours and Service Desk

Support hours for the service desk is between 8am and 6pm, Monday to Friday excluding UK Public Holidays. Our Protective Monitoring and System Monitoring however operates 24/7/365 and will generate alerts throughout this period in the event of any priority incidents occurring.

2.2 Service Level Agreement Target

Measure	SLA Component	Target Value	SLA Value
Incident Response time	P1 Response time	10 minutes	100%
	P2 Response time	30 minutes	100%
	P3 Response time	1 Hour	100%
	P4 Response time	8 Hours	100%
Incident Restoration time	P1 Restoration time	1 Hour	98%
	P2 Restoration time	4 Hours	100%
	P3 Restoration time	24 Hours	100%
	P4 Restoration time	3 Days	100%
Incident Resolution time	P1 Resolution time	4 Hours	98%
	P2 Resolution time	8 Hours	98%
	P3 Resolution time	3 Days	98%
	P4 Resolution time	7 Days	98%
Change Management	Emergency Change	12 Hours	100%
	Standard Change	2 Days	100%
	Planned Maintenance Notification	14 Days	100%

Measure	SLA Component	Target Value	SLA Value
Problem Management	Root Cause Analysis Delivery	1 Day	98%
Availability	Monthly Availability	99.95%	100%
Business Continuity	Recovery Point Objective	Zero hours	100%
	Recovery Time Objective	30 minutes	100%

2.3 Availability Target

Type	Measurement	SLA (over month)
Availability	Availability of the service during working hours (8am to 6pm, Monday to Friday excluding Bank Holidays)	99.9%
	Availability of the service outside of working hours.	99.5%
Service Desk	Monday to Friday, 8am to 6pm excluding UK Public Holidays	See STaaS Incident Management

3 Storage as a Service Incident Management

Users of the service have two channels for raising incidents on the service:

- Email
- Online Portal

Emails can be sent to a centralised email address that will generate a ticket to be triaged and raised with the support desk. Alternatively, a portal is available that allows users to raise specific service requests directly, ensuring the information required by the service desk is provided and therefore a quick response to the incident can be achieved.

3.1 Incident

Incident Management and the response to incidents is defined through a combination of two factors:

- Urgency of the incident
- Impact of the incident

Incident Urgency

The *urgency* of the incident is defined as how quickly a resolution to an incident is required.

Category	Description
High (H)	• The damage caused by the Incident increases rapidly. • Work that cannot be completed by staff is highly time sensitive. • A minor Incident can be prevented from becoming a major Incident by acting immediately.
Medium (M)	• The damage caused by the Incident increases considerably over time.
Low (L)	• The damage caused by the Incident only marginally increases over time. • Work that cannot be completed by staff is not time sensitive.

Incident Impact

The *impact* of the incident is defined by what impact this incident is having on live operations and specifically the number of users and/or systems affected.

Category	Description
High (H)	- A large number of staff are affected and/or not able to do their job. - A large number of customers are affected and/or acutely disadvantaged in some way. - The damage to the reputation of the business is likely to be high. - Someone has been injured.
Medium (M)	- A moderate number of staff are affected and/or not able to do their job properly. - A moderate number of customers are affected and/or inconvenienced in some way. - The damage to the reputation of the business is likely to be moderate.
Low (L)	- A minimal number of staff are affected and/or able to deliver an acceptable service but this requires extra effort. - A minimal number of customers are affected and/or inconvenienced but not in a significant way. - The damage to the reputation of the business is likely to be minimal.

The diagram below defines the Priority assigned to incidents raised.

		IMPACT		
		HIGH	MEDIUM	LOW
URGENCY	HIGH	P1	P2	P3
	MEDIUM	P2	P3	P4
	LOW	P3	P4	P5

Response times for Priority incidents are defined in the [Service Level Agreement Target](#) section

Please note that as part of the On Boarding process, our Incident Management as well as our Problem Management processes will be shared with the customer and integrated into their own operating model as necessary.

Following the onboarding process, the Secure Storage Service Design will be shared and where necessary, customised with the customer.

4 Storage as a Service Pricing

4.1 Billing and Charging

Our charging model for the Storage as a Service is designed to be simple and cost effective consisting of:

- Implementation Charge
- Monthly Service Charge
- Tiered storage Charge

4.2 Implementation Charge

The initial onboarding charge is associated with working alongside the customer to setup their solution. The charges associated with this will be for Professional Services and typically involve one or more of the following roles:

- Technical Delivery Management
- Service Management
- Security Architect
- DevOps engineer

Rates can be found in the supporting [Q-Solution SFIA Rate Card](#).

4.3 Monthly Service Charge

A monthly flat fee service charge of £250 applies for the service and covers security monitoring and compliance)

4.4 Tiered Storage Charge

The storage element of the service is based on a tired model of data storage and is priced per GB of data, per billing month within the tiers detailed in the table below

Tier	Data Volume	Unit	Price per GB/month
Entry Level	Up to 1TB	Per GB Object Storage	£0.150
Mid Tier	1TB to 10TB	Per GB Object Storage	£0.142
High Tier	10TB+	Per GB Object Storage	£0.123

There is a minimum order size of 500MB and 12 month commitment period

4.5 Discounts

There are no discounts available for either duration or combination purchasing for either commodity or cloud support services.

4.6 Education pricing

We do not offer separate pricing for educational bodies.

4.7 Sector Pricing

We do not differentiate our pricing across different sectors or bodies.

4.8 Resource based pricing

Our resources are also available through:

- Crown Commercial Services Framework RM6148 QA and Testing for IT Systems 2.
- Digital Outcomes and Specialists 7

4.9 VAT

All prices within this document are exclusive of VAT, which will be applied at the prevailing rate.

4.10 Indexation

The Supplier may increase the Charges on an annual basis with effect from each anniversary of the contract start date in line with the percentage increase in the Consumer Prices Index (CPI) in the preceding 12-month period.

“Consumer Prices Index” means the Consumer Prices Index as published by the Office for National Statistics from time to time, or failing such publication, such other index as the parties may agree most closely resembles such index.