

Centerprise AWS Backup Service

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Service Overview

Centerprise AWS Backup Service is a cloud software service built on Veeam that provides secure, policy-based backup and recovery for workloads hosted on Amazon Web Services (AWS). The service enables organisations to protect applications, data, and configurations against accidental deletion, ransomware, corruption, and configuration errors.

The service is designed to support customer responsibilities within the AWS Shared Responsibility Model, providing automated backup, immutability, and recovery capabilities while allowing customers to retain control of their AWS environments. The service strengthens resilience, reduces operational overhead, and ensures that critical data remains protected, compliant, and recoverable across AWS regions and accounts.

Service Functionality

The service provides automated, policy-driven backup and recovery using native AWS capabilities, enhanced by Centerprise configuration and service enablement.

Core functionality includes:

- Policy-based backup scheduling and retention
- Point-in-time recovery for protected workloads
- Full instance and granular file-level recovery
- Encrypted backup storage in transit and at rest
- Immutable backup storage using object lock controls
- Logical isolation of backup data from production environments
- Role-based access control using least-privilege IAM policies

Backups can be restored in place, across AWS regions, across AWS accounts, or to alternate environments, depending on customer configuration.

Supported AWS Services

The service supports backup and recovery for a wide range of AWS services, including:

- Amazon EC2 instances
- Amazon RDS databases
- Amazon DynamoDB
- Amazon FSx
- Amazon EFS
- Amazon Redshift
- AWS configuration and metadata required for recovery

Supported services and the protection scope are defined by the customer's configuration within AWS.

Security and Data Protection

Security is embedded within the service design.

The service includes:

- Encryption of backup data in transit and at rest
- Immutable backup storage to protect against ransomware and unauthorised deletion
- Logical air-gapped backups to reduce exposure during cyber incidents
- Least-privilege identity and access management controls
- Auditable backup and restore activity

Backup data remains within the customer's AWS environment unless otherwise configured.

Service Configuration and Management

The service is configured and operated by the customer within their AWS environment, using AWS-native controls and service policies.

Customers can manage the service independently or opt for optional support services from Centerprise, including onboarding assistance, configuration guidance, and recovery support.

The service does not require dedicated hardware, agents, or customer-managed infrastructure outside AWS.

Onboarding and Use

Onboarding is streamlined, enabling customers to begin protecting workloads quickly.

Typical onboarding includes:

- Validation of AWS environment prerequisites
- Configuration of backup policies and retention
- Enablement of immutability and security controls
- Verification of backup and restore operations

The service is accessed through a Veeam portal using AWS management interfaces and APIs.

Service Constraints and Dependencies

The service requires an active AWS environment and appropriate permissions to configure backup policies and access protected resources.

Service performance, recovery times, and storage consumption depend on customer workload size, architecture, and retention configuration.

Data Portability and Exit

Customers retain control of their backup data within AWS.

On exit:

- Backup data remains accessible within the customer's AWS environment
- Backup policies can be disabled or removed by the customer
- Data deletion is controlled by customer-defined retention policies

There is no vendor lock-in beyond standard AWS service dependencies.

Relationship to Other G-Cloud Services

This service can operate independently or alongside other Centerprise cloud services. Where customers require other fully managed backup operations or sovereign storage, these services are offered separately under G-Cloud 15 Lots.

Summary

Centerprise AWS Backup Service provides secure, automated, and resilient backup and recovery for AWS workloads. By combining AWS-native capabilities with strong security controls and flexible configuration, the service enables organisations to protect critical data, support compliance requirements, and recover quickly from disruption.