



SERVICE DESCRIPTION SOVEREIGN OBJECT STORAGE

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1.1 Document Control

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1.2 Amendment History

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2. Core Service

2.1 Service Overview (What the service is)

Centerprise Sovereign Object Storage is a UK-sovereign, enterprise-grade object storage service providing secure, scalable, and compliant storage for public sector and regulated organisations. The service delivers S3-compatible object storage and is suitable for backup and recovery targets, long-term archival storage, unstructured data, analytics data lakes, and application-native object storage workloads.

The service is delivered exclusively from UK data centres and is owned, operated, and governed entirely within the United Kingdom.

2.2 Sovereignty and Jurisdiction (How sovereignty is assured)

The service provides assured UK sovereignty beyond data residency. Centerprise is a UK-registered organisation operating under UK law and jurisdiction, with full operational control of the platform. All service management, administration, monitoring, and support activities are performed by UK-based personnel.

The service is designed to maintain UK operational control of both the data plane and management plane, avoiding dependency on hyperscale public cloud providers or offshore operational control. Where customer or regulatory requirements apply, access can be restricted to appropriately vetted and security-cleared staff.

2.3 Architecture and Performance (How the service works)

The platform is built on enterprise object storage software deployed on dedicated infrastructure managed by Centerprise within UK facilities. The architecture is designed for horizontal scalability, fault tolerance, and long-term durability, enabling multi-petabyte growth without service disruption.

The service delivers predictable, high-throughput performance for sustained enterprise workloads, including backup ingestion, bulk data transfer, analytics processing, and large-scale archival operations. Aggregate throughput aligns with the underlying storage and network design. Actual performance achieved will vary depending on workload characteristics, concurrency, object size, and network connectivity.

2.4 Security and Operational Management (How the service is run)

The service is operated under an ITIL-aligned managed service framework by Centerprise's UK-based cloud operations teams. Platform health, availability, capacity, and security events are continuously monitored, with proactive intervention when thresholds or alerts are triggered.

A 24x7x365 service desk provides a single point of contact for incident management, service requests, and operational queries. Service levels cover availability, incident response, escalation, and operational support, with performance reviewed through regular service governance.

2.5 Buyer Considerations and Constraints (What buyers should know)

The service requires applications or platforms that can integrate with S3-compatible object storage interfaces. Network connectivity to the Centerprise sovereign cloud environment is required.

The service provides the storage platform and its operation, but does not include application licensing, application configuration, or customer-side network infrastructure beyond the service boundary. One-off migration or data ingestion activities may be delivered as separately scoped services if required.

2.6 Intended Buyers and Use Cases (Who the service is for)

This service is designed for public sector and regulated organisations, including central and local government, policing, defence, and other bodies that require assured UK sovereignty, operational control, compliance-driven retention, evidential integrity, and auditability.