

1.1 Service name

Service name

Trustmarque Veeam Cloud Data Protection Platform - Backup Solution

1.2 About your service

Service description

Trustmarque offers Veeam® the leader in backup, recovery and data management solutions that deliver Modern Data Protection. We provide a single platform for Cloud, Virtual, Physical, SaaS and Kubernetes environments. Our customers are confident their apps and data are protected from ransomware, disaster and harmful actors and are always available.

Service categories

Application Development and Deployment

Data management

Database administration and development

- Database Administration
- Database Development and Optimization

Data integration and intelligence

- Data Ingestion and Transformation Software
- Data Quality Software
- Data Access Infrastructure Software
- Composite Data Framework Software
- Master Data Intelligence Software
- Data Archiving and Information LifD-Cycle Management

Multi cloud support

Yes

1.3 Service features and benefits

Service features and benefits

Service features

- Single platform for Cloud, Virtual, Physical, SaaS and Kubernetes environments

- Single portable license usable across cloud, virtual and physical workloads
- Veeam is hardware and cloud-agnostic, giving customer freedom to choose.
- Instant Recovery feature lets you restart a virtual machine instantly
- Ransomware protection with immutable backups on a hardened Linux repository
- Datalabs helps reuse backup data to provide critical business insights
- Business continuity for critical apps and data with Veeam CDP
- Surebackup validates and verifies backups and replicas of your VMs

Service benefits

- A single platform for modernizing backup and securing your data.
- Veeam is software-defined and hardware agnostic providing customer flexibility

1.4 Service scope

Add-ons and extensions

Software add-on or extension

Yes

What software services is the service an extension to

Backup, Replication, Disaster Recovery

Cloud deployment model

- Public cloud
- Private cloud
- Hybrid cloud

Service constraints

None

System requirements

- Public cloud - supports AWS, Azure, GCP, IBM Cloud
- Private cloud supports VMWare, Hyper-V, Nutanix, Physical servers
- Hybrid cloud supports - On-premises and public cloud integration

1.5 Reselling

Supplier type

Supplier type

I'm a reseller providing extra support

Organisation whose services are being resold

Veeam

1.6 User support

Email or ticketing support

Email or online ticketing support

Yes

Support response times

Agreed SLA

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

None or don't know

Phone support

Phone support

Yes

Phone support availability

24 hours, 7 days a week

Web chat support

Web chat support

Yes

Web chat support availability

24 hours, 7 days a week

AI chatbot

No

Web chat support accessibility standard

None or don't know

How the web chat support is accessible

TBC

Web chat accessibility testing

Not applicable

Onsite support

Yes, at extra cost

Support levels

Veeam has 3 levels of support - Premier, Production and basic. Premier has a 30 minute target SLA for all severity levels. Production support has a target SLA of 1 hour for severity 1, 3 hour for severity 2, 6 hours for severity 3 and 8 hours for severity 4. Basic support has a target SLA of 2 business hours for severity 1, 8 business hours for severity 2, 12 business hours for severity 3 and 24 business hours for severity 4.

Support available to third parties

No

1.7 How users work with your service

Browsers

Web browser interface

Yes

Supported browsers

- Microsoft Edge
- Firefox
- Chrome

- Other

Installation

Application to install

Yes

Compatible operating systems

- Windows
- Other

Mobile

Designed for use on mobile devices

No

Service interface

Service interface

No

User support

User support accessibility

None or don't know

API

API

Yes

What users can and can't do using the API

RestAPI - Provides enhanced monitoring, backup initiation, restore, management, configuration changes, provide automation. PowerShell - provides the ability to script Veeam capabilities in order to provide automation. In some cases advanced functionality is only available through the powershell interface

API documentation

Yes

API documentation formats

- Open API (also known as Swagger)
- HTML
- PDF

API sandbox or test environment

Yes

Customisation

Customisation available

Yes

Description of customisation

Access through the service console. Fully configurable policies, schedule, backup target etc

1.8 Onboarding and offboarding

Getting started

Please see www.veeam.com

Documentation

Service documentation

Yes

Documentation formats

- HTML
- PDF

Documentation accessibility standard

None or don't know

How the documentation is accessible

Fully compliant with standards but due to the sensitive information that is contained within the application Coding, Conformity and Coding principals, Veeam does not publish this information publicly. Veeam will be able to provide this information when required under a NDA agreement

End-of-contract data extraction

Not applicable

End-of-contract process

Not applicable

1.9 Data importing and exporting

Data export approach

Not applicable

Data export formats

Data export formats

Other

Other data export formats

VBK

Data import formats

Data import formats

Other

Other data import formats

VBK

1.10 Analytics

Metrics

Service usage metrics

Yes

Metrics types

Please see www.veeam.com

Reporting types

Real-time dashboards

Resource tagging

No

FOCUS resource tagging

No

1.11 Scaling

Independence of resources

Not applicable

1.12 Public sector networks

Public sector networks

Connection to public sector networks

No

1.13 Data-in-transit protection

Protection between networks

Data protection between buyer and supplier networks

Other

Other protection between networks

Not applicable

Protection within your network

Data protection within supplier network

TLS (Version 1.2 or above)

1.14 Asset protection

Data storage and processing locations

Knowledge of data storage and processing locations

Yes

Data storage and processing locations

- United Kingdom

- European Economic Area (EEA)

User control over data storage and processing locations

No

Datacentre security standards

Supplier-defined controls

Penetration testing

Penetration testing frequency

At least once a year

Penetration testing approach

In-house

Protection of data at rest

Protecting data at rest

Physical access control, complying with another standard

Data sanitisation process

Data sanitisation process

Yes

Data sanitisation type

- Deleted data can't be directly accessed / Cryptographic Erasure
- Explicit overwriting of storage before reallocation / Secure Erase

Equipment disposal approach

In-house destruction process

1.15 Availability and resilience

Guaranteed availability

Not applicable

Approach to resilience

Not applicable

Outage reporting

Not applicable

1.16 Governance

Named board-level person responsible for service security

Yes

Security governance

Software Security Code of Practice

Yes

Security governance certified

Yes

Security governance standards

ISO/IEC 27001

Information security policies and processes

Based on our ISO27001 accreditation

1.17 Operational security

Configuration and change management standard

Supplier-defined controls

Configuration and change management approach

Please see www.veeam.com

Vulnerability management type

Supplier-defined controls

Vulnerability management approach

Please see www.veeam.com

Protective monitoring type

Supplier-defined controls

Protective monitoring approach

Please see www.veeam.com

Incident management type

Supplier-defined controls

Post-quantum cryptography secure

No

Incident management approach

Please see www.veeam.com

1.18 Staff security

Staff security clearance

Staff screening performed but doesn't conform with BS7858:2019

Government security clearance

Up to Security Clearance (SC)

1.19 Secure development

Approach to secure software development best practice

Conforms to a recognised standard, but self-assessed

1.20 Identity and authentication

User authentication

User authentication needed

Yes

User authentication

- Multi-Factor Authentication (MFA)
- Username or password

Access restrictions in management interfaces and support channels

Veeam does not publish this information publicly. Veeam will be able to provide this information when required under an NDA agreement.

Access restriction testing frequency

At least once a year

Management access

Management access authentication

- Multi-Factor Authentication (MFA)
- Username or password

1.21 Audit information for users

Audit for buyers' users' actions

Access to user activity audit information

Users have access to real-time audit information

How long user audit data is stored for

At least 12 months

Audit for suppliers' users' actions

Access to supplier activity audit information

Users have access to real-time audit information

How long supplier audit data is stored for

At least 12 months

How long system logs are stored for

At least 12 months

1.22 Pricing

Discount for educational organisations

No

Free or trial versions

Free trial available

Yes

Description of free trial

Veeam Backup & Replication Community Edition is a free back up product to protect virtual, physical and cloud workloads. This free gift from Veeam can protect up to 10 workloads: VMware, Hyper-V, Windows & Linux servers, laptops, NAS and more.

Link to free trial

<https://www.veeam.com/virtual-machine-backup-solution-free.html>