

Wasabi Flex – Service Definition

1. Service overview

Wasabi Cloud Object Storage is an Infrastructure-as-a-service (IaaS) solution that provides scalable, secure cloud-based object storage for the storage and retrieval of data.

The service is intended for private & public sector organisations that require cost-effective, durable storage for a wide range of data types, including backups, archives, operational data, and application data.

The service addresses the need for reliable cloud storage by enabling organisations to store, access, and manage data in a centrally hosted cloud environment without the need to deploy or maintain on-premise storage infrastructure.

2. Service scope and functionality

Included as standard

- Cloud-hosted object storage managed by Wasabi
- Storage of data as objects within buckets
- Data access via standard object storage APIs
- Support for integration with backup, archive, and data management tools
- Encryption of data in transit and at rest
- Access control using authentication credentials
- Administrative management via service interfaces

Prerequisites and dependencies

- Internet connectivity for access to the service
- Compatible applications or tools that support object storage APIs
- Buyer-managed systems and applications

Limitations and constraints

- The service provides object storage only and does not include application hosting
- The service does not include end-user devices or on-premise infrastructure
- Performance is dependent on network connectivity and application design

3. Service delivery model

The service is delivered as Infrastructure as a Service (IaaS).

Wasabi is responsible for hosting, operating, and maintaining the cloud storage platform, including the underlying infrastructure and storage systems. Buyers access the service remotely using supported APIs and tools. Jigsaw24 is responsible for account provision at end user discretion and all billing associated with the account.

4. Onboarding and implementation

Order and service commencement

Following order placement, a Wasabi storage account is provisioned for the buyer. An email address unique to Wasabi's systems is required. Alternatively, end users can create a free trial account using the URL below which can be converted into a paid production instance upon contract commencement:

<https://signup.poweredbywasabi.com/wasabi/jigsaw24>

Service commencement typically occurs once account provisioning is complete and access credentials are issued.

Onboarding activities

- Creation of the buyer's storage account
- Provision of access credentials
- Initial configuration of storage buckets

Buyer responsibilities

- Configuration of applications and tools to connect to the service
- Management of users, credentials, and access controls
- Migration or upload of data into the service

5. Service management and support

Wasabi provides ongoing service management and technical support for the storage platform.

Support provision

- Support is available during published support hours
- Support requests are submitted through designated support channels

Incident management

- Incidents are recorded, prioritised, and managed
- Response and resolution are handled in line with defined support targets
- Escalation procedures are applied where required

6. Service levels and performance

Availability

The service is designed to operate with defined availability targets, measured over a monthly reporting period.

Monitoring

- Continuous monitoring of platform availability and service health
- Alerts generated for service issues affecting availability or performance

Reporting

- Availability and incident information is made available to buyers
- Service performance information can be provided on request

7. Data handling and security

Data storage and processing

- Data is stored and processed within Wasabi cloud data centres
- Data locations are selected to support compliance with UK data protection requirements

Security controls

- Encryption of data in transit and at rest
- Logical separation of customer data
- Authentication and access controls to restrict data access

Data protection

- The service operates in alignment with UK GDPR requirements
- Wasabi acts as a data processor, with the buyer acting as the data controller

8. Exit management and offboarding**Data retrieval**

- Buyers can retrieve their data from the service using supported object storage interfaces prior to service termination

Service termination

- Access to the service is withdrawn following termination in line with agreed notice periods.
- End users will be contacted by Jigsaw24 between 90 to 60 days prior to the end of a contracted period to discuss options for service continuity or arrangements for service termination.
- The minimum data retention period, and therefore chargeable period, is 30 days.
- End users can terminate their service by deleting all buckets within their account or by deleting their Wasabi account. Minimum data retention periods always apply.
- Services continue beyond any contractual periods.
- Following a period of non-response & non-payment, access to services can be suspended

Data deletion

- Customer data is securely deleted from the service after exit, in accordance with defined retention and deletion procedures.
- Data deletion is the responsibility of the end users.

Exit support

- Reasonable assistance is provided to support data extraction and transition during the exit period