

Exponential-e Cloud Online Backup
Health/HSCN Assured

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HSCN Assured for Health

The requirements for information access and sharing have changed. Underlying networking arrangements needed to support an affordable, agile and integrated health and social care sector need to change.

As Exponential-e are an accredited HSCN Stage 2 Compliant CN-SP provider of services, we offer HSCN assured digital technologies that will benefit both staff and patients alike. These benefits come from our ability to deliver multiple services over “assured unified platforms”. By empowering different healthcare entities to securely aggregate their infrastructure requirements, the resulting outcome brings not only new found agility but also the ability to realise significant cost savings.

Overview of the Service

Organisational data is not "uniform." It is therefore critical to select a backup and recovery solution that supports the full range of data sources, file types, storage media and backup modes to simplify disaster recovery management.

The Exponential-e Backup as a Service ensures that the customer does not have to. Our integrated, secure, and automated data protection approach gives you a single, complete view of all your stored data no matter where it is—on premise or in the cloud.

Back up databases, files, applications, endpoints and VMs with maximum efficiency according to data type and recovery profile. Integrate hardware snapshots. Optimise storage with deduplication. Recover data rapidly and easily, whenever you need to, and leverage reports to continually improve backup and recovery processes.

What Can I Do With This Service?

Our Cloud Online Backup service is a holistic data management solution that encompasses traditional and innovative technologies in a single code base and common platform, protecting everything from laptops to your IaaS infrastructure. Key differentiators of Exponential-e’s Cloud Online Backup offering are the options to incorporate long term archiving, legal retention and snapshot archiving.

Key Product Features

- Complete data protection solution supporting all major operating systems, applications, and databases on virtual and physical servers, NAS shares, cloud-based infrastructures, and mobile devices.
- Simplified management through a single console; view, manage, and access all functions and all data and information across the enterprise.
- Multiple protection methods including backup and archive, snapshot management and content indexing for eDiscovery.
- Efficient storage management using deduplication for disk and tape.
- Integrated with the industry's top storage arrays to automate the creation of indexed, application-aware hardware snapshot copies across multi-vendor storage environments.

- Complete virtual infrastructure management supporting both VMware and Hyper-V.
- Advanced security capabilities to limit access to critical data, provide granular management capabilities, and provide single sign on access for Active Directory users.
- Policy based data management, transcending limitations of legacy backup products by managing data based on business needs and not physical location.
- Cutting edge end-user experience empowering them to protect, find and recover their own data using common tools such as web browsers, Microsoft Outlook and File Explorer.

Key Technical Features

Password Management and Password Rotation

Password Management and Password Rotation align customers’ existing security policies and procedures with data protection policies. Cloud Online Backup includes a feature that allows for auto generation of passwords. These passwords are changed at random for specific backup user accounts, preventing any unauthorised access the account or the data.

Operating System Support

Our Cloud Online Backup service is designed to replace all common backup methodologies and is ideal for backups of:

- Servers on customer sites / branch offices
- Dedicated servers in Data Centres
- Virtualised servers that are part of Exponential-e’s Cloud Platform
- Laptops and PCs
- Disaster Recovery and Business Continuity solutions
- Dedicated solutions

Operating Systems	Virtual Platforms	Applications
Windows Server Windows Desktop Mac OS X Linux Novell Netware Unix Apple iOS 4 & up Android	VMware Hyper-V	MS SharePoint MS Exchange Server MS SQL Server Oracle DB2 Lotus Notes and Domino Office 365 SAP HANA

Security

Security is a paramount concern for customers utilising the cloud for backing up and recovering their data. Exponential-e's Cloud Online Backup ensures that backup data does not cause privacy breaches.

- BaaS encrypts the data in-flight and at-rest from cradle to grave.
- FIPS 140-2 certified - an independent third-party certification
- Key escrow management
- Password rotation support
- Data destroyed with certificate of destruction
- Range of encryption strengths triple
- DES 56-bit (8- Character Key)
- AES 256-bit (32-character key)

File/Database Recovery

Individual files and databases can be restored anytime either by notifying Exponential-e or by using the self-service portal to initiate the recovery procedure. Files can be restored to the same location or an alternative location depending on client requirements.

Archiving

- Using data archiving, customers can retain, store, classify, and access information according to its business, compliance, or evidentiary value with one method of access and preservation across all ESI (Electronically Stored Information).
- OnePass is the industry's first converged process for backup, archive, and reporting. It incorporates both the backup and archive processes in a single, low-impact data collection operation, moving data to secondary storage where the data functions as both a backup and archive copy. This can solve massive file and email growth problems with zero footprint archiving and no additional overhead, while managing the retention and storage of content based on its value to the business.
- Database archive agents securely archive inactive data to both an archiving database and backup media, and providing seamless access to the archived data from the production database.
- Classic archive agents move infrequently used mailbox items from primary to secondary storage to optimise storage space, and provide lower cost long term data retention.

Snapshot Management

- IntelliSnap technology integrates the complex lifecycle of snapshot management seamlessly into the software framework. This integrated approach makes it quicker, easier, and more affordable to harness the power of multiple vendor array-based snapshots, accelerating backup and recovery of applications, systems, virtual machines, and data.
- IntelliSnap automates the creation of application-aware hardware snapshot copies across a multi-vendor storage environment, and catalogues snapshot data to simplify the recovery of individual files without the need for a collection of scripts and disparate snapshot, backup, and recovery tools.

Deduplication

The integrated deduplication feature reduces backup times while saving on storage and network resources by identifying and eliminating duplicate blocks of data during backups. All data types from Windows, Linux, and UNIX operating systems are de-duplicated before moving the data to secondary storage, reducing the time and bandwidth required to move data by up to 90 percent, reducing the space required for storage, and reducing the time required to restore data.

Working With Exponential-e

Customer Focused

Our customers are at the heart of everything that we do; from the solutions that we sell to offering a 24 x 7 x 365 UK based service desk as standard, we offer our customers only the very best.

Exponential-e employees aim to exceed expectations with innovation and service. They are open and transparent in their approach to ensure that our customers are kept updated at every step of the process.

From requesting a quote to your order being delivered, you can expect only the best service from our teams who are underpinned by our excellent Client Relations department - in place to ensure your service from and relationship with Exponential-e is the very best it can be.

Don't just take it from us - our 96% customer reference-ability backs up the fact that we lead with customer service excellence at the forefront of our business.

Highly Accredited British Company

Whilst the above qualifies our customer centricity, there is no better way to show the success and reliability of our company than through our accreditations. We are highly accredited, in fact more than any other British company, with a total of 7 ISOs and audited every 6 months by the BSI amongst other external auditors.

Exponential-e has unparalleled capability in:

Security assurance

Our services are designed, built and optimised with clear alignment to the 14 CESG Cloud Security Principles that UK Public Sector organisations use when assessing cloud hosted solutions for information assurance compliance.

The Exponential-e cloud benefits from extensive independent validation via certifications ranging from international standards (for example, ISO9001, ISO27001, ISO20000) to UK public sector specific standards (for example, HSCN certification).

The Exponential-e Cloud Platforms are subject to regular, extensive IT Security Health Check (ITSHC) CHECK Tests by independent, CESG-approved assessors to ensure that our customers have confidence in the physical and technical security controls which have been implemented to protect their valuable data assets. Platforms are suitable for all data classified at OFFICIAL under the Government Security Classification Policy (GSCP)

All customer data is stored in Exponential-e’s 2 secure UK data centres with SC-cleared UK staff.

Customer identifiable data does not leave the UK.

Connectivity

Our UK Data Centres have resilient connections to secure UK government networks such as HSCN Assured as well as large scale, DDoS protected internet connectivity. We also offer the ability for customers to present their own connections (such as direct connectivity into your MPLS, or inexpensive point to point connections via leased lines) and the Secure Remote Access solution to allow security assured VPN access to the Elevated OFFICIAL platform.

Service Options

The following service options are available:

Cloud Online Backup

Service Level Agreement (SLA)	99.99%
Multi-site resilience	Yes, across 2 Exponential-e Data Centres as standard

Cloud information archiving, long term retention and compliance

Protection Plan	Retention	RPO	RIT
Premium (HW Snap Integration)	30 days	4 Hours	<1 Hour
Express (HW Snap Integration)	2 days	4 Hours	<1 Hour
Default	30 days	24 hours	<24 hours

Medium Retention	90 days	1 week	24 hours
Long-term Retention	1 year	1 week	24 hours
Compliance Retention	7 years	1 week	24 hours

Service Levels

Exponential-e will use reasonable endeavours to ensure that the availability of the service purchased by the customer in a given calendar month equals the applicable Availability Commitment.

To define availability, Exponential-e monitors a number of service elements — some generic, some service specific — which collectively enable the customer to use or access the service. If the availability of the service is less than the associated Availability Commitment, the customer may request Service Credits for the service within 30 calendar days of the service being deemed unavailable. Service credits are measured in the table below, for more information on our SLAs, see the Exponential-e SLA definition document.

The Cloud Online Backup Service is considered available if the Customer can access the Stored Data (as evidenced by the availability of the Portal).

Service Availability

	Target Availability
Cloud Online Backup	99.99%
Cloud information archiving, long term retention and compliance	99.99%

Service Credits

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	15%

** The service credit is applied as a percentage of the Monthly Charge for the Service for the month concerned (whether based on the fixed Annual Charge, Pay As You Go Charges or, in the case of a Hybrid Billing Model, both).*

What Billing Models are Supported?

Exponential-e believes the customer should have as much flexibility in consuming the service as possible. To that end, we therefore support the following billing and consumption models:

Fixed billing

The Customer has a fixed level of resources for a fixed Annual Charge.

Pay As You Go

The Customer is charged for the actual resources used in accordance with the Rate Card and the applicable Service Definition and will be billed monthly in arrears. Actual usage levels will be recorded by Exponential-e.

Hybrid billing

The Customer has a minimum amount of resources that are contracted for subject to a fixed Annual Charge, yet retains the ability to use additional resources “on demand” in accordance with the Pay As You Go section above.

Trial Service

Trials of the Cloud Online Backup Service are available for 30 days with the option to terminate or continue with the service at the end.

What are the Terms and Conditions?

Please refer to the associated Terms and Conditions document for full details. The appendix at the foot of this service description provides a service summary.

Appendix

On-boarding and Off-boarding

On-boarding

Once an order is accepted, Exponential-e aims to provision a login and provide it to the customer for the Cloud Online Backup Portal within 2 business days as well as supply the backup agents. The customer is then able to deploy the backup agent and start backing up data.

Exponential-e shall use reasonable endeavours to ensure that the Customer may connect to the Exponential-e Backup Portal over the Public Internet within the timescale stated above. However, where Cloud Online Backup is also part of a solution that contains an order for a Connectivity Service, or where access is provided by an alternative supplier, access to the Cloud Online Backup platform shall also be dependent upon the lead times for the Connectivity Services.

In-service reconfiguration

Additional servers and desktop clients can be added and removed at any time. Existing backup sets can be deleted through the console.

Off-boarding

The customer may extract their data at any point during the contract term by self-service. At the end of the term and/or if the contract is terminated, the Service Migration provisions will apply. If customised data transportation, data extraction or data sets are required these will be charged at the prevailing time and materials day rate listed in the pricing section below. In order to action these customised services, an off-boarding service request must be raised via the Exponential-e Network Operations Centre and due to the fact those services have not been included within Exponential-e's G-Cloud catalogue entry and thus do not fall within the Framework Agreement and Call Off Agreement, Exponential-e's standard terms and conditions for professional services would apply.

Service Constraints

Planned and Emergency Works

Exponential-e will adhere to the following maintenance windows:

'Planned Maintenance': means any pre-planned maintenance of any of the infrastructure relating to the service. Planned Maintenance activity may result in periods of degradation or loss of availability depending on the nature of the activity required. In such cases, Exponential-e will aim to provide at least 14 days' notice via email of any planned works and shall aim to perform them between 00:00 and 06:00 GMT/BST.

'Emergency Maintenance': Exponential-e reserves the right to carry out emergency works at any time, without notice. Every effort shall be made to contact customers before the commencement of emergency maintenance.

Ordering and Invoicing

Billing for the service is monthly in arrears based on the consumption model chosen. Please refer to the Billing section earlier in this document for the consumption types.

Billing for the service is:

- Via Purchase Order
- At point of order for up-front fees
- Monthly in arrears for monthly fees

Payment can be made by direct bank transfer (BACS/CHAPS).

Service Lead Times

Exponential-e Cloud Online Backup lead times are 3 Working Days*

** From order acceptance. Lead time is subject to confirmation if changes are made by the customer and/or further information comes to light which would have affected the initial design. Exponential-e shall use reasonable endeavours to ensure that the Customer may connect to the Cloud Online Backup within this Target Service Commencement Date. However, where the Backup as a Service is also part of a solution involving Connectivity Services and/or VDC Services, access to the Cloud Online*

Backup shall also be dependent upon the lead times for the Connectivity Services and/or VDC Services.

Termination

Terms

At the point of termination, all customer data, accounts and access will be permanently deleted, and will not be able to be subsequently recovered or restored.

Costs

There are no termination costs for this service. Customers are responsible for extracting their own data from the platform if required.

Exponential-e may make an additional charge for transferring data out of the service.

Data Restoration / Service Migration

Exponential-e Cloud Online Backup is replicated between two tier 3 Data Centres ensuring continuity of data in the event of a disaster at either physical location. This is provided as part of the service with customers able to restore from either replica.

First Time Backup

For existing data and virtual machines, Exponential-e is able to first time backup as follows. This can be sent physically (to Cloud Installations, Exponential-e Limited, 100 Leaman Street, London, E1 8EU) or via network to Exponential-e. The responsibility for the media, including risk, resides solely with the Customer until Exponential-e confirms receipt. The process of loading this data can take up to 5

Working Days to complete.

The on-boarding process will be managed by Exponential-e's dedicated Cloud Project Management team using PRINCE2 Project Management methodology.

Customer Responsibilities

- Retention policies
- Normal operation of backups
- Operation of backup agents on all devices
- Continuity of the encryption key
- Testing and monitoring of backups
- Customers must be aware of the variable nature of the billing based on usage

Financial Recompense Model

Refer to the 'Service levels' section earlier in this document.

Technical Information

Assured OFFICIAL (Lower Security Domain)

- Standard internet connectivity over common protocols (HTTP, HTTPS, SSH)
- HSCN — for access to the Health and Social Care community. You will need to complete the HSCN Information Governance Statement of Compliance process and be certified HSCN consumer.
- PSN Assured service — you need to be a PSN Service Provider or an HMG customer that has PSN certification.
- CAS(T)-compliant connections (leased line, MPLS)
- Non-CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
- Site-to-site VPN using standards-based IPSEC solutions
 - Dedicated fibre connectivity within the Exponential-e Data Centre

Elevated OFFICIAL (Higher Security Domain)

- Preferred connectivity is over a Government Community Network such as N3 or PSN
- HSCN Information Governance Statement of Compliance process and be certified HSCN consumer.
- PSN Protected service — you need to be a PSN Service Provider or an HMG customer that has PSN certification.
- Legacy networks such as PNN, via the PSN Protected service Exponential-e Secure Remote Access service Private circuit solutions including:
 - CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
 - Non-CAS(T)-compliant connections (leased line, MPLS) using additional CPA/PEPAS overlay encryption
 - Dedicated bonded fibre connectivity within the Exponential-e Data Centre