

Backup & Disaster Recovery **as a Service**

Keep your off-site data backups safe and copies of your production servers in a ready-to-go state in our geo-redundant UK cloud.

What are Backup & Disaster Recovery as a Service?

Backup as a Service (BaaS) is for backing up file stores and virtual machine (VM) images off site. Disaster Recovery as a Service (DRaaS) is for replicating production VMs in our cloud-based delivery platform. We support VMWare and Microsoft virtualisation environments. We can also back up physical servers.

How can Backup & Disaster Recovery as a Service benefit my organisation?

Use BaaS for supporting non-critical applications in accordance with your Recovery Point Objectives (RPOs) by keeping a copy of your data off site, without the need for you to own any external infrastructure. Use DRaaS for supporting VMs with lower Recovery Time Objectives (RTOs) enabling restoral within minutes of any disaster event, ranging from one or more corrupted VMs to loss of an entire site.

I'm not sure about my backup and DR requirements – can you help?

Yes - our pre-sales solutions consultants can assist you with conducting a business impact assessment, identifying any applications and databases which are in scope, along with their respective priorities in terms of RTO and RPO. They will then help you to construct a backup and DR plan, identifying your BaaS and DRaaS requirements.



What do I need to order?

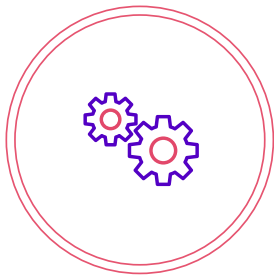
For BaaS, you specify the amount of storage and the Internet bandwidth available for backup data to transit between your VMs and our cloud. Your first 100Mbps of bandwidth is inclusive as standard. For DRaaS, you specify the configuration of each VM in terms of the number of core processors, memory and storage. You also specify the Internet bandwidth required for the replica VMs and number of IP addresses.



How do BaaS and DRaaS work?

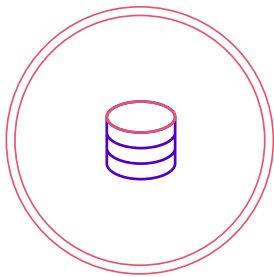
We use Veeam Cloud Connect to create your own remote location in our cloud. To access your remote location, you need to use Veeam Backup and Replication software ("Veeam"). If you use Veeam already, you can add us as a new Service Provider straightaway and connect via our Cloud Gateway.





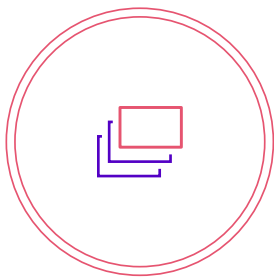
We don't use Veeam - can you provide backup and replication as a managed service?

Yes - we can supply, install and configure Veeam in your environment. We can also manage Veeam for you in life, making any changes and providing you with the point of contact to call if a disaster occurs and you need us to activate your replica VMs.



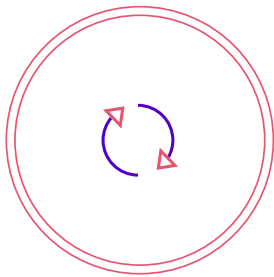
Where are Backup & Disaster Recovery as a Service hosted?

They are hosted on our platform in our data centres in Birmingham city centre and Bolton in Greater Manchester. Both data centres are designed to Tier 3 specification, with no single point of failure and each providing 99.98% availability..



How are Backup & Disaster Recovery as a Service connected to public cloud?

Each of our data centres is connected via two different carrier networks to a different colocation centre. Birmingham is connected to Telehouse North (THN) in Docklands, London and Bolton is connected to Equinix MA1 in Manchester Science Park. Our data centres are interconnected via multiple carrier networks and there is a resilient Layer 2 connection between THN and MA1.



How do you monitor Backup & Disaster Recovery as a Service?

Our Service Assurance team, which is based in our Intercity Secure Operations Centre (ISOC) and follows ITIL best practice, monitors the platform 24 x 7.



Support



What is your target service availability?

Our target service availability is 99.99% over a rolling 12-month period.



What are your support hours?

Our support hours are 24 x 7 x 365.



How do you classify and prioritise incidents?

Incident priority levels are set out below:

Priority	Description	Update Frequency
P1	Critical - Example: unable to backup data, VM replica fails to activate	0.5hours
P2	Major - Example: backup speed or VM replica performance is materially degraded	1 hour
P3	Minor - Example: backup speed or VM replica performance is degraded	8 hours
P4	Notable - No impact on backup or VM replica performance	1 Business day



What is your SLA?

The resolution targets for resolving incidents are as follows:

Description	Resolution Target
P1	2 Hours
P2	8 Hours
P3	24 Hours
P4	48 Hours



What is your service level guarantee?

Service credits apply to P1 incidents in breach of their resolution target. They are calculated as a percentage of the recurring charge for the applicable product, pro-rated for the month in which the relevant incident was raised.

Whom do I contact for help or support?

Call our ISOC team on 0870 861 1490.

BaaS and DRaaS FAQs

What are your certifications?

Our current certifications are as follows:

- ISO 9001 – Quality Management
- ISO 22301 - Business Continuity
- ISO 27001 – Information Security Management
- ISO 20000:1 – Service Management
- ISO 14001 – Environment Management
- Cyber Essentials Certified
- CHAS Accredited
- ICS ServCheck – used to monitor our employees' engagement with customer service strategy
- Investors in People
- PSN CoCo Certified

About Intercity Technology

At Intercity Technology we believe in a people-first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is certified by a number of professional organisations with a suite of certifications which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our certifications and frameworks please visit: [intercity.technology/certifications](#)



Work together



Work anywhere



Work securely

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