



# Cloud resilience made simple Escrow as a Service



An exit plan, business continuity analysis and well tested disaster recovery plans are all a must for cloud first strategies.

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# Current business landscape

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The pace of migration of applications and data to 'the cloud' is increasing<sup>1</sup>. Currently, 69% of businesses are already utilising cloud technology<sup>2</sup> and it is predicted that 83% of enterprise workloads will be in the Cloud by 2020<sup>3</sup>.

A recent article presenting the statistics on European enterprises' use of cloud services found that 55% of companies were highly dependent on their cloud services<sup>4</sup>, due to the agility and benefits derived from cloud computing. Other than helping increase their overall profit margins whilst better serving their customers, cloud computing essentially ensures the organization operates with greater efficiency.

Although the aforementioned evidence indicates that businesses can reap the rewards from cloud computing, transitioning to the cloud complicates the overall risk profile significantly and is the rationale as to why cloud computing is the greatest emerging risk for the business community<sup>5</sup>.

The move towards cloud application hosting, rather than hosting applications 'on-premise', transfers possession of both the running application code and the data it handles to third parties. Research undertaken by NCC Group demonstrates that the primary concerns of cloud customers are the lack of access to data; loss of data and how they might re-build their data into usable form if they could get it back<sup>6</sup>.

With 66% of IT professionals stating that security is their most significant concern in adopting an enterprise cloud computing strategy, cloud escrow should be considered as an integral part of an organizations continuity plan<sup>7</sup>.

A hand holding a tablet with a car dashboard in the background.

69%

of businesses  
are already  
utilising cloud  
technology

83%

Enterprise  
Workloads will  
be in the Cloud  
By 2020



# 72%

of companies globally  
across industries will adopt  
cloud computing by 2022

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# Escrow as a Service

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Escrow as a Service (EaaS) from NCC Group provides a simple, streamlined approach to cloud risk mitigation offering your customers the option to either Access or Replicate their unique cloud environment should the need arise.

NCC Group's EaaS solution enables you to provide continuity assurance for your cloud hosted software and helps demonstrate a proactive approach to risk mitigation and governance by having a clear and prepared business continuity strategy verified by a specialized independent third party.





# How can EaaS support your business?

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It can seem like the whole world is moving to the cloud. However, all too often, companies adopt cloud software in a more limited, more cautious way than they do with traditional on-premise or privately hosted solutions. The reason, more often than not, is that they simply don't have confidence that they'll have access to their data and applications no matter what.

They're worried their software suppliers will fail or be absorbed into larger businesses. They're concerned suppliers will end-of-life applications without providing a suitable alternative. And they're afraid that a security breach will take down a mission-critical service, leaving them struggling to recover.

The good news? There is a solution.

With NCC Group's Escrow as a Service, you can give your customers the assurance that they're protected against any disruption to your software solutions. They can protect everything from simply being able to access their data up to full replication of the entire service, hosted on a separate mirrored infrastructure and protected by NCC Group's Security Operations Centre (SOC).

Ultimately, whether they're a large multinational or a small start-up, your customers will get the confidence to use your software to power their business success.

Escrow as a Service from NCC Group – the simple way to boost customer confidence.



# EaaS Access

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EaaS Access is an entry-level service to meet the needs of single-tenanted environments. With the inclusion of quarterly deposits, EaaS Access enables the access and transfer of credentials for the live environment, such as administrative usernames or passwords, which would be required by the cloud software customer in the event of an ISV failure. As part of the service, there is the option to include validation of credentials and verification of the software specific source code and associated materials within escrow.

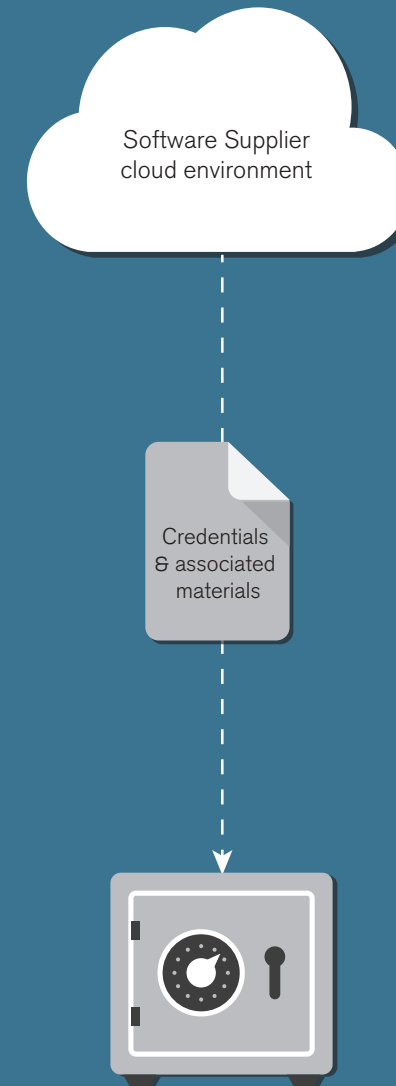
The inclusion of source code into the arrangement will allow the licensed application to be further developed, reducing the potential end of life timeframe.

An EaaS Access verification exercise ensures NCC Group capture the root administrative credentials, 2/MFA QR Code and associated documentation coupled with a full inventory and documented understanding of the required maintenance for the cloud environment.

In addition, the agreed licensed application versions source code can be verified by compiling the required components to ensure no errors were encountered.

# Our solution

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# EaaS Replicate

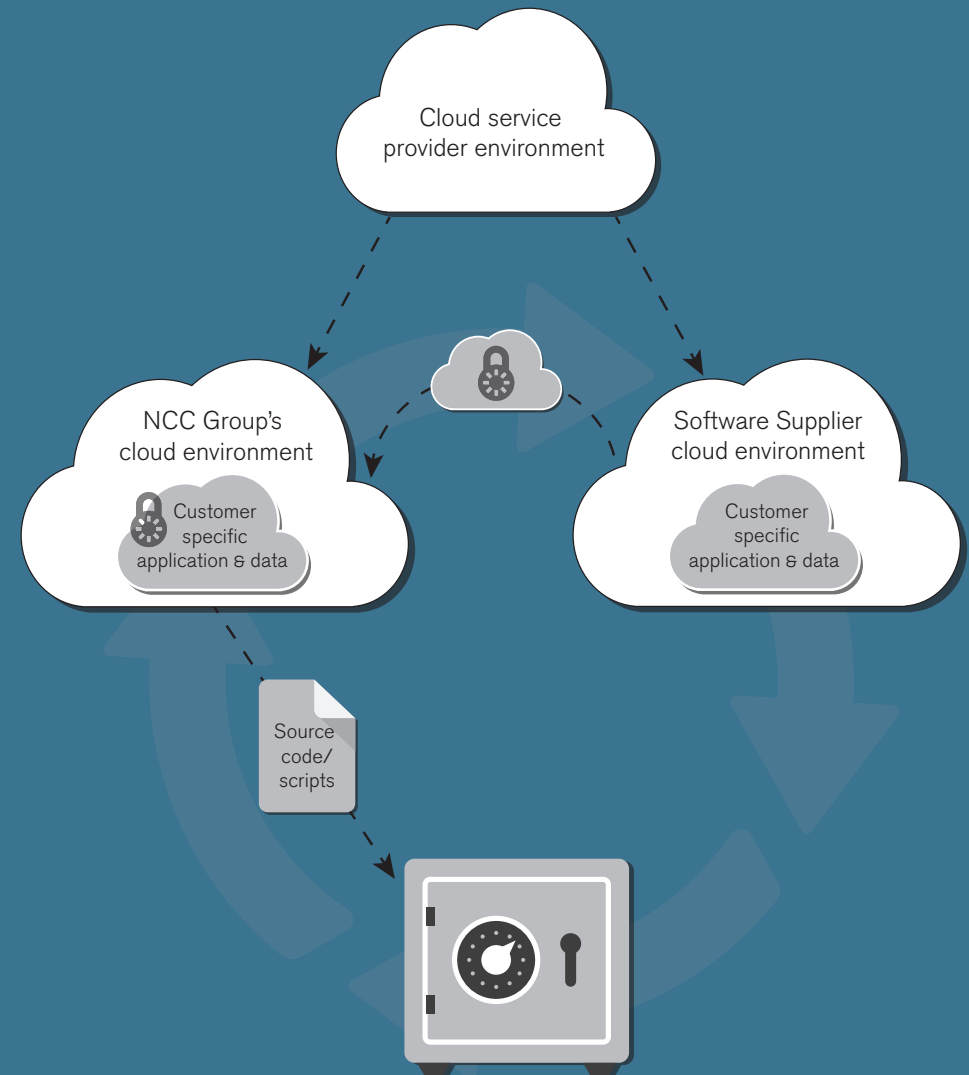
Where a single software application is shared or used by a number of customers, EaaS Replicate will enable access to a separately hosted and mirrored instance of each individual organizations software and unique data in the event of a failure. Providing a higher level of assurance through NCC Group's internal Security Operations Centre (SOC), the process will consist of the cloud software provider transferring a copy of the environment to NCC Group for digital and physical storage within NCC Group's secure vault and cloud. As part of the service, there is the option to include and verify the software specific source code and associated materials within escrow.

The inclusion of source code into the arrangement will allow the licensed application to be further developed, reducing the potential end of life timeframe.

An EaaS Replicate verification exercise will enable NCC Group to witness and document the full creation of the cloud infrastructure required to support the licensed application, should an issue be encountered in the environment or further development be required.

Additionally, there is the option to verify the compilation of the licensed Source Code when compiled and deployed within the solution.

## Our solution



# EaaS features



Contractual agreement secured by an independent third party



Protection of Software source code, environment and data



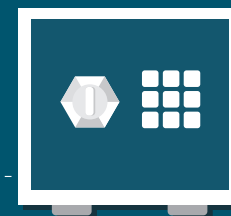
Deposit stored in line with GDPR and protection regulations



NCC Group's cloud environment is monitored 24/7 by our SOC



Additional verification testing options for added assurance



The option to include source code for physical storage

# EaaS benefits



Demonstrates a proactive approach to risk mitigation



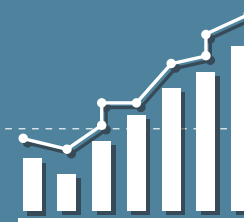
Demonstrates good corporate governance



Protects Intellectual Property



Provides your customer with cloud continuity assurance



Increases your credibility, reputation and helps grow client base



Strengthens relationship with cloud service providers

# Why NCC Group?

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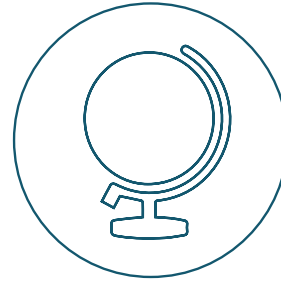
## Relationships

We are registered technology partners with leading cloud service providers including AWS and MS Azure.



## Reputation

For more than 30 years we have been protecting critical applications.



## Global capability

Our presence and local knowledge allows us to support customers on a global scale.



## In-house technical

We are responsive to our customer's needs and use our technical knowhow to create, tailor and adapt services to find the best solution that fits.



## In-house legal

Our global legal team are experts in advising on escrow agreements making us best placed to support those in need of advice.



## Security

We are experts in cyber security and help organizations protect their brand, data, intellectual property and reputation.





## About NCC Group

With over 30 years' experience NCC Group is one of the world's leading software escrow providers protecting business critical software, data and information through escrow, both traditional and secure verification testing and cloud continuity services.

Over 18,000 organizations worldwide benefit from our ability to offer our services under a variety of international laws and the assurance that comes from our global network of secure storage vaults across the UK, North America and Europe. Our expertise, offering and global scale are backed up by in-house technical and legal teams, guaranteeing an independent and quality service.

The principle behind our offering is clear - to protect all parties involved in the development, supply and use of business critical software applications, information and technology.

### References

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5. <https://www.gartner.com/en/newsroom/press-releases/2018-08-15-gartner-says-cloud-computing-remains-top-emerging-business-risk>
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7. <https://www.forbes.com/sites/louiscolumbus/2018/01/07/83-of-enterprise-workloads-will-be-in-the-cloud-by-2020/#6b8ddede6261>

For more details on NCC Group's EaaS services or to speak to one of our experts, please contact:

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