

# 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.

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 use Veeam Cloud Connect to support VMWare and Microsoft virtualisation environments. We can also back up physical servers. To access these services, you need to have Veeam Backup & Replication deployed on a backup VM in your environment.

## Why choose Intercity's BaaS & DRaaS



### Defining your requirements

Our pre-sales solutions consultants can help you to conduct a **business impact assessment** to identify the business services, processes, underlying IT systems and data stores (including any dependencies) which are the most critical for your organisation.

They can assist with setting recovery targets for the underlying devices – the **Recovery Time Objective** (RTO) which is the maximum time for which an application will be unavailable in a downtime situation and the **Recovery Point Objective** (RPO) which is the maximum amount of data loss which will occur in a downtime or data loss situation.

The business impact analysis and setting of recovery targets informs the creation of an effective DR plan, determining the order in which systems and data stores are restored. For example, DRaaS is most suitable for VMs hosting business-critical services, with an RTO of a few minutes, whereas BaaS may be sufficient for VMs with a longer tolerable restoral time.

The plan should also take into account the possibility that staff who are most familiar with it may not be available because of the effects of the disaster, which means that other people less familiar with the plan can successfully make it work.



### Flexible service options

We can deliver BaaS and DRaaS separately or together; as self-serve if you want to manage them yourself or as managed services if you prefer to outsource. We can supply, install and configure your services, then provide in-life remote management, including regular testing to confirm that your DR plan works.



### Proven backup and disaster recovery technology

The applications and storage devices we use to deliver our services are mature, industry-hardened products. We host them in our data centres which are designed to Tier 3 specification and connect to the public cloud via secure, resilient, private connectivity.



### Scalability

Using our own compute and storage platforms, we can support requirements scaling from a single server up to enterprise-level numbers of VMs requiring Petabytes of storage.



### Opex, not capex

We charge monthly rentals for BaaS and DRaaS. For BaaS, rental is based on the amount of backup storage that we provide and the Internet bandwidth available for data in transit. Your first 100Mbps of bandwidth is inclusive. For DRaaS, rental per VM is based on the compute resources (cores, memory and storage) and the direct Internet access available. For both, if you select managed service, we charge a rental per service, which for DRaaS is based on the number of VMs managed.



### Multiple data centres

We deliver BaaS and DRaaS from our UK-based, geo-redundant data centres, enabling us to offer 99.99% service availability and an SLA of a 4-hour fix time for any critical incident.

# BaaS and DRaaS Fact Sheet



## Data sovereignty

Our platform is based exclusively in mainland UK, so there is no possibility of backed up or replicated data transiting or being stored in any location which is not under the jurisdiction of UK law. For some of our customers, this is the number one driver for using our private cloud services, removing any uncertainty that their data may ever leave the country.



## Round-the-clock service assurance

We monitor our service delivery platform 24 x 7 from our Intercity Secure Operations Centre, which is also responsible for managing key UK infrastructure including critical NHS services.



## Our certifications

These include ISO 22301 which demonstrates that our business continuity systems are regularly audited by an independent assessor who deems that they meet international standards.



## Our managed IT service track record

We have been providing managed IT services to commercial businesses and public sector organisations for over 10 years, so you can be assured by the depth of our expertise.

# What **sets us apart** from our competitors?

## | Our approach

Our approach brings together innovative ideas, honest advice and a genuine interest in your organisation's challenges.

## | Proven client base

We count amongst our clients an enviable list of recognised commercial, government and third sector organisations, including the NHS and blue light services

## | Our people

We design, implement, support, manage and host business critical infrastructures in the private sector and life-critical services delivered across the NHS.

## | Strategic partners

Our partners reflect our standard of quality, scalability and price-performance, enabling us to deliver services cost-effectively and reliably, giving you peace of mind that your network security is safe in our hands.

## 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: [intercitytechnology.com/certifications](https://www.intercitytechnology.com/certifications)

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**Work together**



**Work anywhere**



**Work securely**