



FORDWAY

fordway.com

Service Description

Cloud Backup and Service Continuity

 Microsoft
Solutions Partner

Infrastructure
Azure

Why you need this?

Fordway's Backup and Service Continuity (BSC) is actually 'Peace of Mind as a Service'; your IT Operations team can sleep soundly knowing that your data backup and disaster recovery are in safe hands, allowing them to concentrate on improving IT services rather than monitoring ongoing services or fire-fighting.

Fordway BSC provides a complete Backup, Restore, Failover and Disaster Recovery (DR) service to any organisation, irrespective of size, status and complexity, across multiple cloud platforms and on premise systems. The service allows organisations to divest themselves of the never-ending headache of whether systems have been backed up and if any data restoration or service recovery from a disaster would be successful.

It also fixes the resources and costs associated with this function into clear monthly costs and hands this task to experts in this field.

Fordway's BSC replaces the capital and operational staff costs of running an in-house backup with a fixed cost per TB of protected data per month with limitless capacity.

Your organisation's information and systems are secured off-site in Azure. You will not need to purchase another piece of backup hardware again or worry about needing a secondary location.

Fordway BSC provides the latest backup and disaster recovery capabilities with contractually agreed Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO). Fordway will also factor in the Maximum Tolerable Period of Disruption (MTPD) for each organisation and therefore ensure businesses can and will survive any failure and still be a going-concern.

Service Overview

Fordway Backup and Service Continuity has two elements to ensure complete coverage, which can either be purchased separately or together to provide the complete service:

- 1)** Managed backup, using the Microsoft Azure Backup Service, which restores servers and data back into their original environment/location. This ensures that all in scope servers, Azure Managed Disks, Storage accounts, Azure Files shares and managed SQL and PostgreSQL instances, plus optionally on premise virtual and physical Windows and Linux servers, have regular backups taken and stored separately from the primary data.
- 2)** Managed service replication and disaster recovery (DR), using Microsoft Azure Site Recovery, recovers systems to an alternate environment/location. This provides fast response failover to a pre-configured secondary environment in the event of service interruption or unavailability at the primary site. Failover can be for individual servers, services (groups of linked servers and data) or complete customer environments.

The DR failover service can be between Azure Availability Zones; Azure Regions; from on-premise physical and virtual environments into Azure; from Azure hosted to standby on premise environments; and for Windows servers hosted on AWS into Azure. Azure Site Recovery is also cross hypervisor; supporting the replication of both VMware and HyperV workloads in all scenarios.

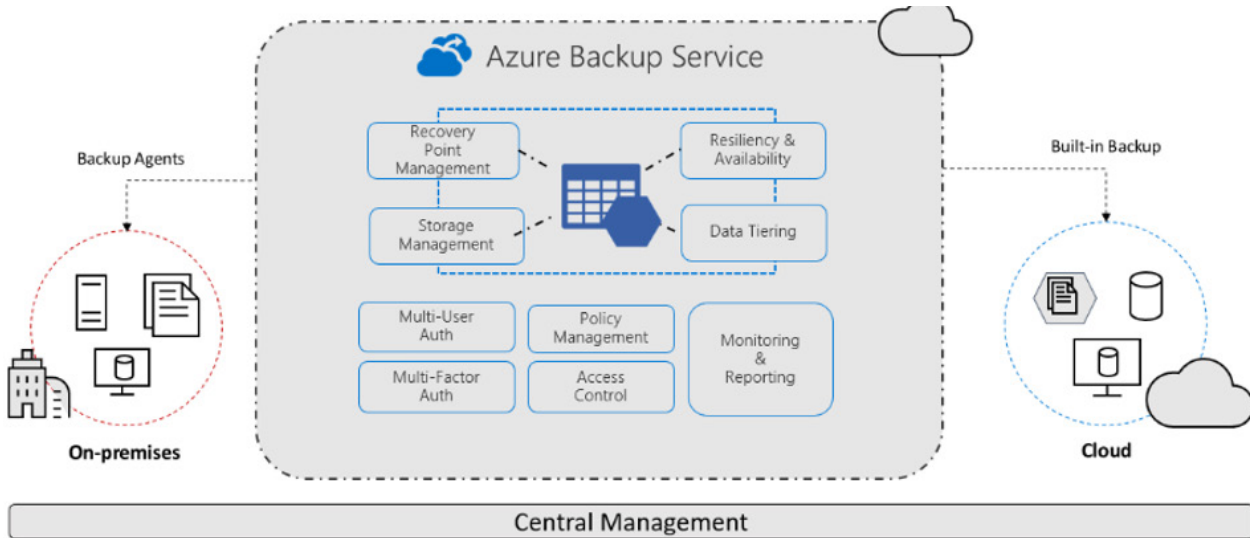
These services are set up, operated, managed and supported 24 x 7 by Fordway through our manned Service Operations Centre, providing both the ongoing administration of the services and proactive support. To provide full availability, recovery and service assurance for production and other critical workloads where service continuity requires recovery SLAs are within hours, or even minutes, both services are needed. For less critical workloads, where recovery SLAs are 24 hours or longer, a backup only service should be sufficient.

Please note this service only backs up servers; it does not back up Microsoft 365 or Office 365 data – we offer Fordway's Backup Service for Microsoft Office 365 if you need this capability.

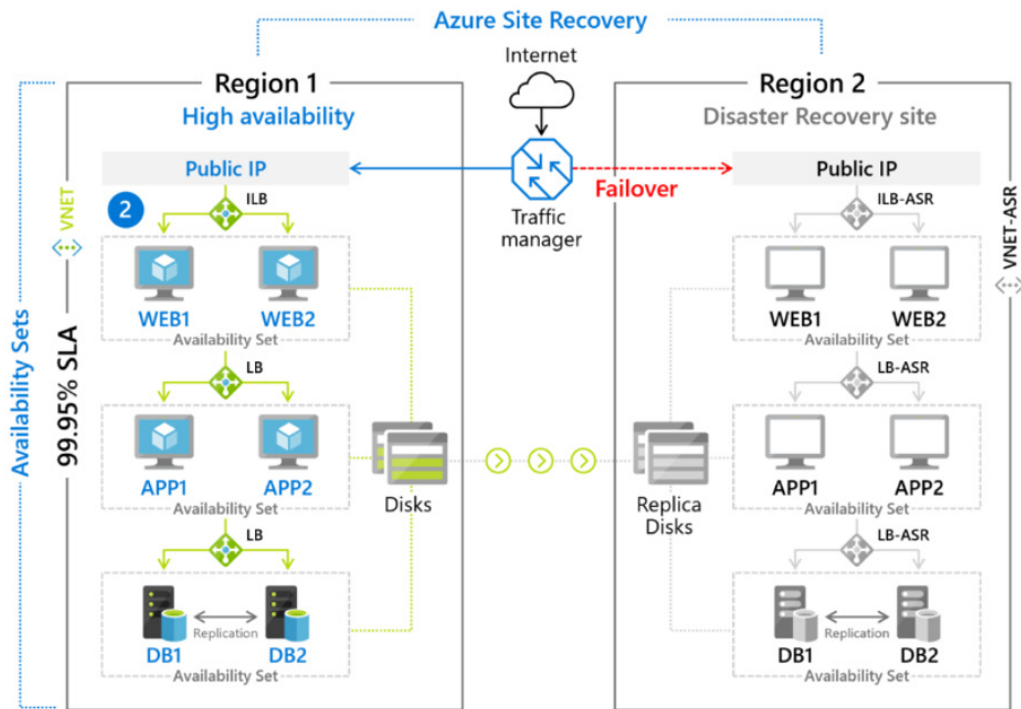


Service Overview

An outline of the Azure Backup Service that Fordway can manage on your behalf:



The managed replication and disaster recovery element of the service uses Azure Site Recovery, a Sample Configuration for a typical environment protected by the Fordway Service Continuity service is below:



Fordway use Azure Lighthouse to manage the relevant elements for these services within a resource group configured in the customer’s Azure tenancy/subscription. On premise and AWS hosted servers require the Azure Backup agent to be installed which is managed and delivered using Azure Arc.

Key characteristics of Fordway's BSC service

- **Fully managed backup and restore** – Fordway staff manage your entire backup and data restoration process:
 - o Full, Differential and/or Incremental backups are taken daily (or more frequently to an agreed backup cycle), encrypted, compressed and copied to managed MS Azure storage.
 - Weekly, monthly and annual Full backups are created from the Incremental backups and retained according to agreed policies. Azure storage tiering is used to minimise the costs of holding historical backups.
 - Snapshots are retained for defined periods (7, 14 or 28 days) and available for off-line data processing and rapid restoration of data.
 - For restoration send in a Request and our Operations team will restore the desired data to the agreed SLA.
- **Fully encrypted backups** – for data in transit and at rest, assists with meeting OFFICIAL and OFFICIAL-SENSITIVE for public sector clients.
- **Comprehensive Reporting** – Customers receive Service Management, daily backup status reports and monthly availability, operational and capacity reports.
- **Disaster Recovery** – Fordway BSC includes full system image backup of both virtual and
 - **Full or partial recovery** – ability to recover some or all of the services to an alternate location
 - **Multi-site Recovery** – in the event of an event requiring complete server and data restoration, the latest server and data backups can be replicated back to the primary customer site or alternate sites. Fordway can also provide any necessary hardware to re-start on premise services.
 - **Secure Access** – the servers/services can be accessed remotely via VPN services.
 - **Fast Recovery** – Use of runbooks to automate/speed up recovery process, requiring simple access to webpages to commence recovery.

About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises. We have been providing services in all iterations of G-Cloud since the first iteration in 2012 and it has been enhanced with each iteration to support market needs.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We then assist with the ongoing operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

All services are supported by UK-based staff who are BPSS certified, many are SC cleared. Fordway is ISO20001, ISO27001, ISO27017, ISO27018 and Cyber Essentials Plus certified for all our operations.



Data Security

All data held under Fordway's BSC is held securely at the Microsoft Azure UK datacentres. With replication included to zone or geo-location requirements.

Fordway can manage across resource groups, tenants and subscriptions. Depending on the configuration, file, folder, or directory restores are recovered from either the local storage or from Azure storage, within the defined SLAs.

Fordway can support various geolocations in respect to the appropriate public cloud supplier to ensure that back up or disaster recovery data is stored and processed in the required country or geographical region.

Data Backup

The BSC service is a backup and restoration solution, with distinct levels of resilience via duplicated or archived storage written into the contract. Multiple full backups and recovery points will be held for the duration of the contract.

Site recovery is provided by having a second, dormant set of VM's constantly updated within a second Azure region. This can be bought on-line with the same credentials as the primary site once a disaster scenario has been confirmed.

Key Benefits

- No more investment required in backup hardware and software
- Fully managed service which Fordway run on your behalf
- Tailored, flexible SLA's to meet each requirement
- All data hosted in Microsoft Azure UK data centres
- Uses best of current technology to minimise backup widows and maximise efficiency
- Managed from a single console
- Granular role-based access control for administrators and users
- Assured policy compliance
- Flexible reporting and analytics
- Optimisation of backups and resource usage
- Soft Delete capability – backups retained for 14 days (if needed)
- Ensures availability by use of zone and geo-redundant storage
- Multiple-user authentication for 100% Ransomware proof storage
- Use of archive tier for recovery points to reduce costs
- Application consistent snapshots
- Replicate data to different Azure Regions
- Recover from on-prem to Azure
- Sequence multi-tier application recovery
- Test disaster recovery plan for compliance
- Full support of physical and virtual environments
- Trained, certified and experienced technical staff manage the entire process
- Known fixed cost (per TB) which scales in line with your organisational data growth
- Data Restoration and Disaster Recovery to defined SLAs
- 24 x 7 monitoring and proactive alerting on all key components

Overview

Fordway BSC is based around using the Azure Backup, Backup Centre and Site Recovery toolsets, aligned with our expertise in managing and performing backups and recoveries for multiple clients via our 24x7x365 capabilities. All versions of the service use the same basic components built into the Azure Backup product suite. The service is totally flexible and can deliver the exact needs of any organisation, down to 2-hour RTO.

There are several backup and recovery options available:

1. Backup of systems and data, with recovery back to Azure. Recovery is via the built-in orchestration and planning tools within Azure Backup, configured and tested by Fordway engineers.
2. Recovery from major systems failure by use of Site Recovery toolset.

This can replicate:

- a. On-premise servers to on-premise
 - b. On-premise to Azure
 - c. Azure to Azure
3. Both Backup and Site Recovery within one solution, to provide complete peace of mind.
 4. Optional configuration and replication of AD environment for second site
 5. Optional configuration of secondary network links (VPN, ExpressRoute)

Each of the services above can deliver different SLA's depending on the customer's requirements. For all these options Fordway also have a DaaS virtual desktop environment to deliver a fast, globally accessible desktop solution in the event of continuity being invoked.

Service Terms

Service Initiation (on-boarding)

The service onboarding is a professional services engagement. The following procedure will be used to commence the service:

- Understand the work requirements
- Sign Non-Disclosure Agreements
- Provide a combination of Project Manager, consultants and engineers relevant for the work profile
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

Suitable resources are likely to be required from the customer and potentially third-party organisations to initiate the service, working alongside Fordway staff. The actual roles and responsibilities will be finalised and agreed in the Project Initiation Document.

Termination Terms

Termination terms are per G-Cloud framework contract terms and conditions.

Service Levels

As the service is hosted and run from Microsoft Azure, the service levels will be defined by the underlying Microsoft SLAs for Azure, in line with the resilience configured in the environment

Service Management

Service Management is provided as part of the service. Customers will have an assigned Service Delivery Manager, access to Fordway's Customer Portal for service incidents and request management, plus monthly service reports and scheduled service reviews. All service is delivered to ISO20000 and aligned to the ITIL best practice framework.

Financial Recompense

Fordway offers service credits if the Fordway provided elements of the service do not consistently meet the SLA. Interruption or failure of underlying Azure infrastructure is covered by Microsoft's Service Credits.

Service Connectivity

The Service is Internet based, the customer will need suitable capacity and quality Internet connectivity to allow VPNs to be created to access the Azure resources.

The customer's Azure tenancy will be managed through Fordway's Azure Lighthouse/Azure Resource Manager tenancy management framework for the duration of the service.

Trial of Service

Not applicable to this service, although elements of the transition will be tested and can be implemented as a pilot. These requirements will be determined as part of the Project Initiation Document.

Data Security

Fordway is Cyber Essentials Plus accredited. Customer data is managed to ISO27001, 27017 and 27018 certified procedures. All data is stored, processed and managed in Azure. Where applicable Fordway will recommend, implement and operate suitable Azure Backup and Recovery procedures for the environment. Azure costs for these will be charged to the customer's Azure accounts.

Training

Fordway will provide skill transfer where applicable and documentation as part of the service onboarding. Formal training and courses can be provided if required.

Customer Responsibilities

Fordway will apply data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables as agreed within the Project Initiation Document.

Change Management

All changes will be delivered through the Change Management process defined and configured in Fordway's Customer Portal. The process and toolset can interface with the customer's Change Management processes.

Data Migration

Where data migration is required, this can either be done as a chargeable element of the service onboarding by Fordway or undertaken by the customer as part of their responsibilities.

Backup and Restore

Where Fordway have the responsibility for maintaining and managing the customer backups, this will be included in the service. Where the customer chooses to manage their own backups, they will be accountable for this function.

Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on **01483 528200**, emailing sales@fordway.com or using the contact form on www.fordway.com

Public Sector customers can order Fordway Cloud services through the G-Cloud Framework, please go to www.digitalmarketplace.service.gov.uk, search on Fordway and browse the catalogue.

Our Accreditations

ISO 9001

ISO 14001

ISO 27017

ISO 27018

ISO 20000

ISO 27001



Infrastructure
Azure



Charterhouse Suite
Ground Floor
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