# Technical Specification for Off-Site Cloud Backup

## Introduction

The college uses VEEAM to provide all backup services but currently all backups are stored on site. In response to having a more robust backup we wish to store a copy of the backups off site using a recognised Cloud service.

This service needs to be integrated natively with VEEAM so that we can have full automation of the backups as well as reporting on our cloud usage and success or failure of backups.

## Technical Requirements

The following are the minimum requirements that must be met by any supplier of Cloud backup services. Failure of any of these aspects will result in a failure to meet specifications.

Core requirement:

1. **The provider must be a VEEAM Platinum Partner**

It is expected that to achieve VEEAM Platinum Partner status the provider should meet our expected standard, however for transparency we would expect the successful partner to meet the additional specified requirements below:

1. The provider must offer the option to store the data in either the UK or EU
2. They must have native support for the VEEAM suite of products
3. Fast & reliable connectivity - no cap on inbound or outbound transactions
4. Ability to restore data via shipping of a physical device e.g. NAS if you have no access to the production environment in a disaster scenario
5. Data encrypted in transit and at rest
6. UK based, Tier 3 & 4 Data Centers or EU equivalent Data Centres
7. ISO 27701 (PIMS) certification - extension of GDPR ISO 27001 - other certifications will be accepted as long as they are equivalent.
8. Self service access to compliance documentation
9. 24/7/365 technical support included with the service
10. Access to support via webchat, phone and email
11. SLA response time of less than 15 minutes for a high severity support ticket
12. Onboarding support & project manager
13. Service availability status page
14. Secure web console for monitoring and management of the cloud backup environment - in addition to on-premises Veeam B&R GUI
15. Ability to add storage via the console (without sales team intervention)
16. Ability to view storage utilisation and set storage alerts
17. Ability to access technical support via console webchat
18. Predictable costs & transparent billing - no hidden fees, such as data retrieval/ bandwidth fees
19. No per vm or licensing fees

## Storage Requirements

The following is a summary of the cloud storage we require. We understand that you may have your own to own tools for sizing our environment, this is a summary produced from VEEAM.

We require the following for cloud storage:-

Retention periods

7 daily, 5 weekly and 6 monthly

Our estimation is we require a total of **88.8551 TB**

This number is consistent with the storage requirements the college is using locally and will form the basis of your quote. As above, we do understand that you may want to run your own analysis tools to confirm this storage requirement so please contact us as per the details in the RFQ document.

## **Storage Modeling Result**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Retention |  | File | Size |  |  |
| -1 -1W 5M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 -1W 4M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 -1W 3M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 -1W 2M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 -1W 1M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 4W 0M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 3W 0M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 2W 0M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| -1 1W 0M 0Q 0Y |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 7 |  | full.vbk | [8049.6 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 6 |  | incremental.vib | [241.49 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 5 |  | incremental.vib | [241.49 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 4 |  | incremental.vib | [241.49 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 3 |  | incremental.vib | [241.49 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 2 |  | incremental.vib | [241.49 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
| 1 \*W \*M 0Q 0Y |  | incremental.vib | [241.49 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |
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|  |  | Work Space | +6910.18 GB |  |  |
|  |  |  | [88855.1 GB](https://rps.dewin.me/?m=3&s=20124&r=7&c=40&d=3&i=D&dgr=10&dgy=1&dg=0&re=0&gaf=0&g=4,5,0,0&e) |  |  |