



Cloud Storage Service

On-line backup storage with off-site replication options

Data security requires robust management, and the backup solution forms a key element to deliver this. Our Cloud Storage Service is a virtualised "on-line" storage on demand platform that incorporates geographically diverse off-site replication and recovery access in our Cloud Protected Storage Service option for outstanding flexibility. Combine with your archiving and retention strategy to protect your data.

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Data security requires robust management.

Backup is a critical part of any hosting infrastructure. The service offers a private Virtual Backup Server. This storage on demand solution appears as a network attached “virtual drive” with optional off-site replication.

Data Storage & Access

When utilising our Cloud Storage Service, data is contained within a dedicated virtual server. This technology allows secure segregation of data and processes between multiple customers.

Customers ordinarily use a backup application running from their servers to archive data onto the store provided by the Cloud Storage Service, alternatively you can treat the space as a remote drive mounted via SMB/CIFS or NFS to a Windows or Mac server.

Any of the servers located on the “customer” private network can utilise the on-line storage space provided by the service subject to connection using one of the three protocols supported, although the space may not be used for the purpose of serving data or facilitating transfers outside the network the storage service connects to.

Data Recovery

Despite using the best quality hardware, failures can happen. In the event you experience a data loss event, simply access the data the on-line storage service and simply copy the missing data back to your server. If an entire system fails and requires replacing, the new system should be installed within your infrastructure and the data stored on the CSS copied back.

Customers who require archiving of data for their records or data retention purposes should still back up to permanent or semi-permanent media, and continue with a recognised strategy. The CSS service provided is not suitable for long term archive or meeting statutory obligations for data retention.

Service Matrix

	Cloud Storage Service (CSS)	Cloud Protected Storage Service (CPSS)
On-line storage options	25GB, 50GB, 100GB, 500GB & multiples of 1TB	
Off-site data replication	x	✓
Capacity report via Control Panel	✓	
Local Connection	100Mbps copper port delivered to your rack in UKS North or South	
Local Access Protocols	NFS, SMB/CIFS (Windows file share)	

Connecting to the CSS

UKS will provision a new network port to your server or rack, which connects via a dedicated Ethernet port and 802.1q layer two VLAN directly to our backup network architecture. The server requires an IP address from your private network that must be negotiated with UKS as it is not possible for two customers who use the same subnet to use the service. If such a conflict exists, special arrangements may need to be made which may necessitate renumbering of your private network to use the service.

Off-site Replication Overview

The Protected option, CPSS, invokes a replication of the whole data-store to equipment hosted in a geographically diverse location some 100 miles away. By replicating your critical data in two locations you can further enhance the protection the service offers.

Daily site-to-site replication is managed by UKS and duplicates any data held on the store. The remote datastore can be independently accessed via the Internet via a user name and password.

Key benefits

- ▶ Daily off-site replication
- ▶ 100 miles separation between data sets
- ▶ Remote access via username & password

Important Notice

The service shall be operated using reasonable skill and care, but UKS shall not be responsible for customer backup data, procedures or policies. The limitation of liability in respect to mistakes, accidents, errors, damages and any other losses shall be limited to the form and value of the fees received in relation to this service unless by law such liability cannot be limited.