

STORAGE AS A SERVICE

Creative ITC's StaaS offers an enterprise grade solution based on a highly resilient and high-performance storage platform with sub-millisecond latency delivered from our Tier 3 data centres located in the UK and Amsterdam. Unlike the big cloud providers, our unique storage solution enables us as to provide tailor made services that meet your specific application and service requirements.

Creative ITC's StaaS solution offers organisations the ability to consume storage effectively, without the costly expense and efforts of tuning, upgrading and management that you get from the traditional on-premise storage systems.

WHY CREATIVE ITC'S STORAGE AS A SERVICE



Enterprise grade high performance storage platform



Quality of Service (QoS) guaranteed



World Class Tier 3 data centres



Security proven service



Flexible solution offerings



Access to highly skilled Service Desk 24/7



99.999% up time



Storage consumed as a per TB cost model (zero upfront costs)

Creative ITC offers 4 StaaS options allowing you to choose the one that best fits your business requirements.

All options will give you the flexibility to choose the capacity, storage tiers and storage protocol that's right for your applications. Our professional services team will also manage the migration of your data from your current storage solution. Once your storage solution is live you will benefit from access to our highly skilled 24/7 helpdesk and will be assigned a dedicated service manager who will provide you with monthly service and usage reports.

OPTION 1

This is our standard StaaS offering

OPTION 2

This is our standard StaaS offering with the addition of backup as a service

OPTION 3

This is our standard StaaS offering with the addition of geo data replication for Disaster Recovery

OPTION 4

This combines the best of all options, offering StaaS, backup as a service and geo data replication

	OPTION 1 StaaS Single Site Only	OPTION 2 StaaS Single Site + Backup	OPTION 3 StaaS Single Site + DR	OPTION 4 StaaS Single Site + DR + Backup
SaaS Offering Workshop	✓	✓	✓	✓
SaaS Design	✓	✓	✓	✓
Tier 1 – SSD All Flash sub millisecond latency	✓	✓	✓	✓
Tier 2 – SAS	✓	✓	✓	✓
Tier 3 – NL SAS	✓	✓	✓	✓
Multi Storage Protocols	✓	✓	✓	✓
CIFS	✓	✓	✓	✓
NFS	✓	✓	✓	✓
FC	✓	✓	✓	✓
iSCSI	✓	✓	✓	✓
FCoE	✓	✓	✓	✓
Professional Services for Data Migration	✓	✓	✓	✓
24/7 Helpdesk	✓	✓	✓	✓
Backup as a Service	x	✓	x	✓
Backup Service design workshop	x	✓	x	✓
Bespoke retentions offering	x	✓	x	✓
4hr SLA for quick restores	x	✓	x	✓
48hrs SLA for long term restores	x	✓	x	✓
Geo Data replication for Disaster Recovery	x	x	✓	✓
Monthly Usage Report	✓	✓	✓	✓
Monthly Service Review	✓	✓	✓	✓
Access to Storage Consultancy	✓	✓	✓	✓

GEO REPLICATION

Data replication service is available between London and Amsterdam ensuring high data availability to support your business demands

TIER 3 DATA CENTRES

Our Tier 3 datacentres are located in London and Amsterdam both are carrier neutral with diverse fibre entries points

MIGRATION SERVICE

As part of the on boarding service, Creative ITC will assist the migration process from start to finish ensuring a smooth transition process

BACKUP AS A SERVICE

Creative ITC Backup as a Service provide complete backup management service covering admin tasks such as backup and restores from our 24/7 Operations Bridge support team

24/7 HELP DESK

Support for this service is provided by the Creative ITC Operations Bridge support team. They are available 24/7 and can be contacted by email or telephone.

SLAs

Availability of the SaaS platform will be measured on a continual basis and reported on each calendar month. The monthly availability SLA target is 99.99%.

Incidents will be managed according to agreed response and resolution SLA's

USAGE REPORT

A usage report will be issued each month advising how much storage capacity has been utilised.

SERVICE REVIEW

Quarterly service reviews will be held with the Creative ITC Service Delivery Manager and Account Manager. This is an opportunity to review SLA and operational performance and discuss any service improvements

ACCESS TO STORAGE CONSULTANCY

Access to senior storage consultancy for the SaaS platform as an when your business needs it