UK G-Cloud 9 Framework Memset Service Definition Cloud Storage

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1. Service Details

Memset's award-winning Storage-as-a-Service solution, Memset Cloud Storage (Powered by Memstore) uses open-source software to deliver flexible, scalable, secure data storage in the cloud on a pay-as-you-use basis. Available via PSN and Internet, compatible with OFFICIAL government data, held within our UK data centres and supported by BPSS and SC cleared personnel.

Benefits
- UKAS accredited ISO27001 information security management system, policies and procedures
- Available with either PSN Protected or Internet connections
- Industry leading tried, tested and compatible Object Storage software
- Triple replication, so there are always three copies of data
- Self-service Web portal and API access
- Create storage tokens, manage user groups and permissions
- Flexible, usage-based pricing, only pay for what you use
- Fixed packages starting from 5GB/month
- 99.999999% object durability
- Guarantee minimum 20Mbps for data transfer, burstable to 100Mbps

Features
- Secure, scalable and resilient enterprise class infrastructure
- Data held within UK data centres accessed by UK Operations
- Unlimited storage capacity and industry-leading pricing
- No limit to size of files than can be uploaded
- Fully scalable and flexible – scale up/down depending on demand
- Ideal for backups and archival or large data volume
- No special application to access – FTP/SFTP proxy provided
- Automatic replication of data to provide resiliency and availability
- Compatible with a wide variety of operating systems, applications, browsers

1.1. Core Service

Memset Cloud Storage is an OpenStack Swift-based distributed object storage platform offering highly redundant, scalable, pay-as-you-use data storage. It is available as a standalone product, as well as being compatible with our Cloud VPS platform. All customer data hosted in Memset Cloud Storage is triple replicated on arrival, providing substantial redundancy against hardware failure or corruption.

Cloud Storage is ideally suited to hosting of static content and rich media to massively accelerate website performance for web and e-commerce solutions.

1.2. Network connectivity

Memset Cloud Storage is available over both the Internet and PSN Protected network.

1.3. Reference Architectures

Cloud Storage Content Accelerator

A resilient web front end using Cloud Storage to serve all static HTTP and rich media (video, audio, etc.) in order to limit resource, hosing and bandwidth costs on the webservers.

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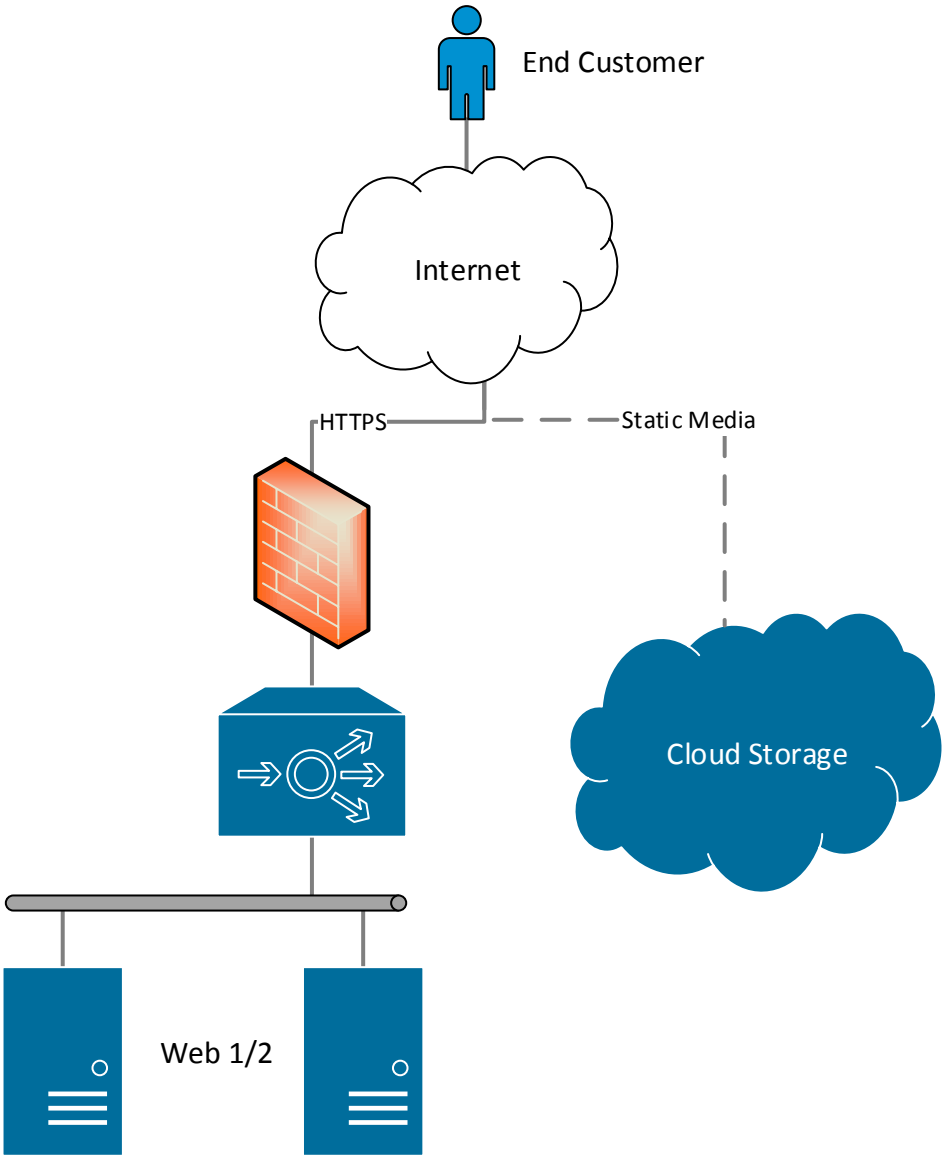

Backup product cross site

Geographically redundant backups
Memset can be used to store geographically resilient copies of data and backups as part of a geographically redundant hosting solution. Bandwidth between sites is free of charge.

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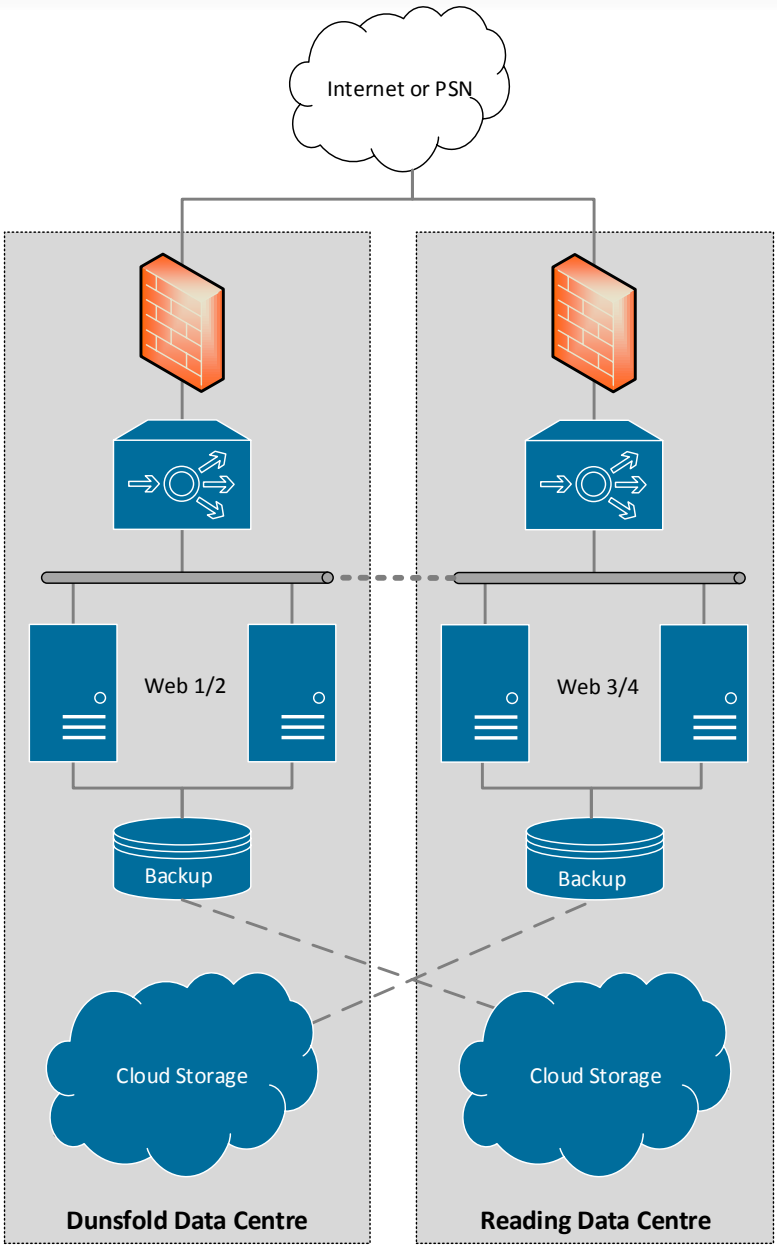

1.4. Business Continuity & Disaster Recovery

Memset Cloud Storage is a highly internally resilient distributed data storage product. Customer data is automatically replicated three times across four local availability zones to protect against local hardware failure or data corruption.

Customers can also chose to distribute or replicate data between our geographically redundant Cloud Storage clusters, providing resilience against data-centre wide outages.

Enterprise Resilience
Memset maintains an ISO 27001 managed Business Continuity and Disaster Recovery plan at a corporate level that seeks to ensure the maximum availability and integrity of the following aspects to all customers:

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- Service delivery (defined as the delivery of network connectivity, data centre cooling clean power and the health of underlying hardware)
- Support (defined as the availability of Memset System Administrators and their ability to access customer systems)
- Communications (defined as the customer's ability to interact with Memset via secure ticket and the availability of our internal communications tools)

As the primary system administrator, the customer is responsible for building on this foundation and ensuring that any solution specific business continuity requirements are defined and met. Memset can provide a range of services to assist with this including architecture consultancy, backups, load balanced failover and geographically diverse hosting facilities.

Memset recommends that, should the customer wish to host particularly critical applications or services with strict Recovery Time or Recovery Point Objectives (RTOs/RPOs) that they consider a distributed solution using at least two of our geographically dispersed sites. We believe that no level of single-site data centre resiliency or redundancy can match the assurance levels of geographic failover.

Memset's Solution Architects are available to assist in designing a solution that can meet or exceed your RTO and RPO requirements.

1.5. Cloud Storage APIs

Cloud Storage APIs are based on open-source OpenStack Swift APIs to ensure interoperability, extended with additional advanced user management features.

2. Service Management

2.1. Uptime Guarantee

Memset Cloud Storage services are backed by a 99.99% network uptime guarantee and a 99.999999% object durability guarantee.

3. About Memset

Memset is an established UK-based IaaS Cloud hosting SME with a focus on high security services and verticals. Our Cloud VPS, Bare Metal Servers and Cloud Storage ecosystems are supported by Internet and PSN Protected connections and a range of cutting edge security services such as our intrusion detection systems, free vulnerability management product and unique Internet to PSN Gateway.

3.1. Security & Compliance

Memset maintains an integrated Compliance Management System comprising of security, quality and environmental management systems.

Memset's certificates, accreditations and related documentation can be accessed on this link: https://www.memset.com/about-us/iso-certificates/

3.1.1. Security

Memset operates a business and product-wide ISO 27001:2015 accredited Information Security Management System. Our PSN-connected infrastructure is accredited by the PSN Team for

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connection to the PSN Protected network. Memset also maintains PCI-DSS Merchant and Service Provider accreditation.

Our products are Secured by Design and subject to stringent internal security architecture and design reviews and processes, DevSecOps processes and external validation, accreditation and ITHC testing.

Memset performs both internal and third party ITHCs on an at least annual basis, and aggressively uses ITHCs of newly deployed infrastructure and products as a vital part of the product lifecycle.

Security and Compliance at Memset are managed by separate, dedicated teams in order to provide the required range of expertise and to ensure appropriate segregation of duties. The Head of Security and Head of Compliance respectively have permanent seats on our business management forum, the Operations Board, indicating our continued commitment to high quality, high security products and services.

3.1.2. Quality

Memset maintains an ISO 9001:2013 accredited Quality Management System, ensuring service delivery and availability is continually metricised and managed. This allows us to reliably, measurably hit our customer-facing SLAs and internally manage our product lifecycles and business processes.

3.1.3. Environmental Sustainability & CSR

Memset also maintains an ISO 14001 accredited Environmental Management Systems. This is complimented by our cutting edge next-generation data centre design and commitment to low-carbon, green services.

Where possible we take power from local renewable sources. Our main data centre in Surrey was selected for its proximity to a local two-megawatt solar farm.

Memset is an active supporter of local and national community efforts and charities. Recent beneficiaries have included Surrey Search and Rescue, the Surrey unit of Lowland Rescue who assist the emergency services with search for missing persons, water rescue and flood and fire response. Memset also provides free hosting services to over two hundred charities.

3.2. Interoperability & Open Source Commitment

Memset is an open-source first organisation and is an active member of numerous open-source communities. The vast majority of our customer products and internal systems, as well as core infrastructure are based on open-source technology. Since very early in the company's history, we have been committed to enabling interoperability with other Cloud providers and removing vendor lock-in barriers for customers. Memset has published a number of free tools to assist customers with data and VM portability and make use of open source Xen and KVM hypervisors, allowing customers to migrate appropriate VM images to and from our Cloud without technical barriers to progress.

3.3. Data Sovereignty

In the spirit of simplifying customers' data sovereignty issues, Memset is a wholly UK owned and based organisation, incorporated under UK law. All ownership, operations, hosting locations and support personnel are based in the UK, mainly from our South-East UK locations.

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We do not host or transfer customer data outside of the UK, nor do we provide administrative access to Memset personnel based in any other country.

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