

Service description of Arrow Cloud Object Storage for Backup

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TABLE OF CONTENTS

Section 1: Description of the product.....	1
Section 2: Terms & termination.....	4
Section 3: Customer obligations.....	4



Section 1: Description of the product

Arrow Cloud Object Storage for Backup is a storage service designed to keep customers' data safely stored in a cost-effective, flexible, and scalable cloud-based solution and offers an extra layer of protection when activating the immutability feature.

Arrow Cloud Object Storage for Backup is managed through a simple-to-use web portal. Acquire the service in ArrowSphere and receive a welcome email with credentials. Hereafter it is possible to access the web portal to generate storage buckets. Choose the customer, create a storage account, and select an IBM data centre location for your buckets. If needed, add the immutability feature, and the storage bucket will now instantly be added in IBM Cloud and become available to add as a bucket in the customer's backup software. The access keys will be displayed in the management portal.

Arrow Cloud Object Storage for Backup data is safeguarded in IBM data centres, making it possible to restore needed data from backup copies with long retention globally.

Arrow Cloud Object Storage for Backup is designed to support any S3 storage accessible backup software or SaaS with a BYOS option. With or without the immutability feature enabled, the service preserves the data and protects against data loss occurring from accidental deletion, malicious intent, cybercriminals, and other actions occurring in bad faith.

If the immutability feature is enabled in your backup software, data is prohibited from deletion in the chosen immutability retention time. However, the data is still viewable and can be restored from the backup software.

To set up the backups and restore data from the service, the customer needs their own backup software and have it connected to the bucket. The immutability feature must be selected at the same time as the bucket IBM data centre location is selected. It is not possible to add the feature to a bucket after it has been created.

In addition to the definitions in the agreement, the following additional definitions shall apply:

Channel partner	The company who is entering into the agreement with Arrow.
Customer	A business who purchases the service from the channel partner, also referred to as an end user in the agreement.
User	Anyone who is permitted by the customer to use the service and who may be granted access to the portal.
Immutability	Secures data from being deleted in the chosen retention period; immutability is based on the WORM (Write Once Read Many) terminology.
ArrowSphere Cloud	A cloud delivery and management platform provided by Arrow and used by the channel partner or nominated third-party provider for managing the service with functionality, including but not limited to placing of orders for licenses.
Arrow or supplier	Arrow is the provider of the Arrow Cloud Object Storage for Backup service.
Anycloud	The Arrow sub-contractor who manages the operations and developments of the Arrow Cloud Object Storage for Backup service with IBM.
Backup	Customer data which is stored in the service for the selected retention period.

Customer data	Any data, text, drawings, diagrams, images, or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical, or tangible media and stored in the customer's specific instances VMs.
IBM Cloud	Used in the service and comprises cloud storage endpoint for backups, fully managed by Anycloud and Arrow.
BYOS	Stands for "bring your own storage;" used for backup services that support adding your own storage.
Incident	Any reported event which is not part of the standard operation of the service, and which causes disruption to or a reduction in the quality of the service.
Retention period	The amount of time each selected backup is stored for within the service.
TB	Terabyte is the minimum buckets storage size term.
Bucket	The storage purchased and made available for the backup data.
Storage accounts	The accounts created by the customers to organize bucket setup for large enterprises and large departments.

1.0 Delivery models

The partner can choose to manage the service:

- a) On behalf of customers.
- b) Provide customers access to self-service functionality.

Channel partner managed

The partner has access to a consolidated dashboard in the web portal presenting all their customers allowing for simplified setup and management.

Customer managed

Customers will have direct access to the web portal to setup and monitor their bucket's size.

The following modules are available to the channel partner to manage the service. Access to these modules can be controlled through the portal at any time to allow or remove a customer or user access to the features described.

Administrator Module

The administrator module is available to the channel partner and can be made available to customers. Key features of the module include:

- Creating new buckets
- Add new administrators and portal users
- All activities are logged.
- Monitor buckets consumption
- Multiple users can receive consumption status by email
- Global IBM data centre locations can be chosen for the backup data

1.1 Administrative roles in Arrow Cloud Object Storage for Backup

The channel partner is the only one to have access to the portal.

1.2 Underlying technology

The service is built using IBM Cloud storage to provide highly resilient backup buckets.

1.3 Certification

Data security is the priority, and the service is delivered in multiple IBM data centres across the globe, which are all minimum tier-3 data centres. IBM Cloud Object Storage offers flexible scalability with 99.99% data durability. This also ensures data centres have multiple paths for power and cooling, including redundant systems that allow maintenance without the services being offline. IBM Cloud Object Storage is certified for ISO 27001, ISO 27017, and ISO 27018.

IBM Cloud Object Storage and IBM data centres are certified for SOC 1 Type 2, SOC 2 Type 2, and SOC 3. Furthermore, the EU data centres are all GDPR compliant.

Arrow shall maintain certifications and authorizations containing requirements corresponding and applying to those certifications and authorizations set forth in this present section and compliance with the channel partner's policies.

1.4 Data centre locations

Customer data can be stored in different IBM data centre locations in the following regions: AMERICA/EMEA/APAC

Data centre	Regional	Single	Immutability	Green
Australia, Sydney	✓		🔒	
Brazil, Sao Paolo	✓		🔒	
Canada, Toronto	✓		🔒	
Canada, Montreal		✓		
France, Paris		✓		
Germany, Frankfurt	✓		🔒	
India, Chennai		✓	🔒	
Italy, Milan		✓		
Japan, Osaka	✓		🔒	
Japan, Tokyo	✓		🔒	
Netherlands, Amsterdam		✓		
Singapore		✓		
Spain, Madrid	✓		🔒	🌿
United Kingdom, London	✓		🔒	
USA, California, San Jose		✓		
USA, Texas, Dallas	✓		🔒	
USA, Washington D.C.	✓		🔒	

Regional site:

Storage buckets created in a regional site distribute the data across 3 independent IBM Cloud data centres that are spread across a metropolitan area minimum 10 km apart. Any one of these data centres can suffer an outage or even destruction without impacting availability.

Single site:

Data stored in single site is distributed in many physical storage appliances and is contained within a single data centre. Single data centre buckets do not provide automated backup in the case of an outage or site destruction. However, they do provide wider location options.

Immutability:

Immutability features available, with more locations to come.

Climate friendly site:

IBM data centres are climate friendly. The power used in these data centres is coming from 100% renewable energy sources.

1.5 Licensing model

The monthly rate for 1 TB of storage is divided by the number of days in the current month to determine the daily rate. Your daily charge is then calculated based on the rounded-up TB used each day per storage account. At the end of each month, we sum up the daily charges to calculate your monthly invoice. It is important to note that each storage account is subject to a minimum usage of 1 TB.

Consumption is added in full TB levels, examples:

- 2.9 TB equals 3 TB invoiced
- 1.4 TB equals 2 TB invoiced
- 0.9 equals 1 TB invoiced
- 0.0 equals 1TB invoiced

Consumption will be invoiced until the service is cancelled. (Other terms see also section 2)

1.6 Customer Data Encryption

Customer data is encrypted with AES-256 bit when at rest in the IBM data centres.

1.7 Services Included

Storage for backup solutions that supports S3 storage format.

1.8 Backup Schedules

Set by the customer or the channel partner on their local backup software.

Section 2: Terms & termination

2.0 TB Purchasing

TB will be added to the account in line with the ongoing daily consumption. Channel partners will hereafter be invoiced monthly for each customer consumed storage in TB amounts (see 1.6 license model).

2.1 Service Term

There is a minimum of 1 TB per storage account for the service per month. If there a price increase or decrease is announced, it will go into effect the following month.

2.2 Cancellation of the TB use

TB will be considered cancelled when deleted from the buckets.

2.3 Termination of the Service per Customer

In the event that a customer no longer wishes to continue with the service, a full cancellation can be initiated through ArrowSphere. Upon receiving a cancellation request, the subscription will remain active until the end of the current billing cycle, plus an additional 30 days. This grace period is designed to provide our customers with enough time to transition and ensure the continuity of their operations and make sure cancellation was not a mistake.

2.4 Data deletion following the Termination of the Service

In the event that a channel partner/customer has cancelled the service, their account in the portal and their connected buckets will be deleted 7 days after the final termination. During the 7-day delete period, no access to portal or buckets is possible but is established to make sure cancellation was not a mistake.

Section 3: Customer obligations

To access the service, the customer must have a S3 compatible backup software.

Read more.