

ANYCLOUD OBJECT STORAGE FOR BACKUP



Service description

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any.cloud

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About any.cloud

Anycloud object storage for backup is delivered by Anycloud, a provider of partner-ready SaaS cloud offerings delivering professional, ISO certified solutions on a global scale. Anycloud complies to strict control measures, high security demands and high transparency in relation to the functionality and security of Anycloud object storage for backup.

With its data management services Anycloud has been a consistent player in the market since 2014 and has throughout the years received awards and acknowledgements. In 2021 Anycloud was awarded 'Most Significant VCSP Partner' by Veeam and in 2023 'Nordic Cloud Partner of the Year 2023' by IBM as well as the winner of "IBM Partner Plus EMEA Award" in the category of Modernization.

This innovation is seen throughout Anycloud object storage for backup, which is a ground-breaking service allowing users and administrators to add an extra layer of security by protecting their data.



Introduction to Anycloud object storage for backup

Anycloud 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.

Anycloud object storage for backup is managed through a simple-to-use web portal. Access the web portal to generate storage buckets and choose the customer. Then 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.

Anycloud object storage for backup data is safeguarded in IBM data centers, making it possible to restore needed data from backup copies with long retention globally.

Anycloud 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:

TERMINOLOGY

Channel partner	The company who is entering into the agreement with any.cloud.
Customer	A business who purchases the service from the channel, also referred to as an end user in the agreement.
Immutability	Secures data from being deleted in the chosen retention period; immutability is based on the WORM (Write Once Read Many) terminology.
any.cloud	any.cloud is the provider of the Anycldoud object storage for backup service.
User	Anyone who is permitted by the customer to use the service and who may be granted access to the portal.
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 any.cloud.
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.
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.

Delivery models

The partner can choose to manage the service:

- On behalf of customers.
- 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 set up 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
- Access to an integrated support feature directly in the administrator module

Administrative roles in Anycloud object storage for backup

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

Underlying technology

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

Certification

Data security is the priority, and the service is delivered in multiple IBM data centers across the globe, which are all minimum tier-3 data centers. IBM Cloud Object Storage offers flexible scalability with 99.99% data durability. This also ensures data centers 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 centers are certified for SOC 1 Type 2, SOC 2 Type 2, and SOC 3. Furthermore, the EU data centers are all GDPR compliant.

any.cloud 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.

Data centre locations

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

AUSTRALIA
SYDNEY 🌿

BRAZIL
SAO PAULO 🌿

CANADA
MONTREAL
TORONTO

FRANCE
PARIS 🌿

NETHERLANDS
AMSTERDAM 🌿

GERMANY
FRANKFURT 🌿

INDIA
CHENNAI

JAPAN
TOKYO

SINGAPORE

SPAIN
MADRID 🌿

UNITED KINGDOM
LONDON 🌿

USA
CALIFORNIA, SAN JOSÉ
TEXAS DALLAS 🌿
WASHINGTON D.C. 🌿



🌿 These data centers are 100% CO2-friendly, powered by renewable energy. This is achieved through Renewable Electricity Certificates (RECs), ensuring every unit of electricity used is matched by renewable energy production, reducing your carbon footprint.

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 *Terms & termination*).

Customer data encryption

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

Services included

Storage for backup solutions that supports S3 storage format.

Backup schedules

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

Support

Support as a direct consequence of the customer's use of the solution should be accessed by the partner using an integrated support feature within the administrator module, providing direct and immediate access to assistance. In addition, the support feature incorporates AI enabling support in multiple different languages ensuring a simplified user experience.

All support is carried out remotely.

Terms & termination

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 license model).

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.

Cancellation of the TB use

TB will be considered cancelled when deleted from the buckets.

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. 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.

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.

Customer obligations

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

LET'S STAY CONNECTED

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