Managed Data Availability:
Complete

Are you confident in your ability to fully recover and maintain critical business operations in the event of a cyber incident? Building on the foundations of our Essentials service, Managed Data Availability - Complete is CT's most comprehensive management wrap, providing a co-managed or fully outsourced business continuity service for Backup, Disaster Recovery & Cyber incident recovery.

Service overview

End-to-end management
Complete management of your backup, disaster recovery and cyber incident recovery environments.

Comprehensive review
In-depth analysis into aligning all elements of your backup & DR strategy with industry best practices.

Regular management reporting
Weekly, monthly & quarterly reporting with an annual strategic review to align business continuity with IT goals.

Continuous monitoring
Adhering to business defined SLAs for recovery point objectives and backup frequency & retention requirements.

Regular recovery testing
Quarterly disaster recovery & backup testing to validate against business recovery requirements.

Recovery readiness
Detailed documentation of infrastructure design, incident response planning and testing requirements.

Critical operational risks & threats:

Recovery from cyber incidents
Cyber incidents can corrupt restore points and disrupt clean recovery workflows, increasing complexity and risk.

Testing constraints
Limited resources or tooling can restrict regular recovery testing, leaving gaps in assurance and unvalidated recovery paths.

Executive visibility
Without clear reporting, leadership lacks the insight needed to assess resilience, risk exposure and overall recovery readiness.

Complex environments
Hybrid and multi-cloud environments create interdependencies that make coordinated recovery slower and more difficult to manage.

Documentation gaps
Incomplete or outdated runbooks and configuration records delay recovery actions and weaken operational accuracy.

Recovery assurance

Current challenges	With Managed Data Availability
Limited confidence in full data recoverability	✓ Board-level assurance in complete recoverability.
Recovery failures only identified during live incidents	✓ Recovery integrity validated through scheduled testing.
Insufficient in-house expertise for complex recovery operations	✓ 24/7 access to CT's specialist recovery engineers.
RPO targets not consistently met, risking data loss	✓ Consistent RPO achievement via reliable recovery.

Looking for something more streamlined?

Discover our Essentials package

veeAM
Cloud & Service Provider
Platinum

bsi. ISO/IEC 27001 Information Security Management
IS 581891

Crown Commercial Service *Supplier*