IT Services & Solutions

Covenco delivers data management and IT infrastructure solutions. Our experience and expertise will guide you towards a secure, efficient and resilient IT environment.

covenco

DATA MANAGEMENT & INFRASTRUCTURE 365

Index

Introduction

Covenco is a leading data management and IT infrastructure specialist, serving customers across the United Kingdom, Europe, and the USA since 1989.

We deliver a comprehensive range of modern data management and IT infrastructure services, including the latest Servers and Storage solutions from IBM alongside Veeam's excellent backup, replication and recovery solutions, all backed by industry-leading managed IT services.

With over 4 Petabytes of customer data under our management, we understand the critical importance of data security.

4 PB
CUSTOMER DATA UNDER MANAGEMENT

Our unwavering commitment to the resiliency of your data underpins everything we do.

Additionally, Covenco UK now maintains ISO 27001 information security certification across the business, and we further demonstrate our commitment to quality and environmental responsibility through our ISO 9001 Quality Management and ISO 14001 Environmental Management certifications.

| PEERS QUALITY ASSURANCE LTD — UKAS MANAGEMENT SYSTEMS 9940 ISO/IEC 27001:2013 | PEERS QUALITY ASSURANCE LTD — UKAS MANAGEMENT SYSTEMS 9940 ISO 9001:2015 | PEERS QUALITY ASSURANCE LTD — UKAS MANAGEMENT SYSTEMS 9940 ISO 14001:2015 |

Covenco at a Glance:

› **Data Management and Infrastructure Specialists:**
We offer a complete suite of services to optimise your IT environment.

› **Established Expertise:**
With a rich history dating back to 1989, our combined experience in data management and infrastructure systems is unparalleled.

› **Financial Strength:**
Our solid financial position, with a group turnover exceeding £15 million, provides a strong foundation for our operations.

› **Skilled Workforce:**
Our team of over 60 dedicated employees possesses a wealth of knowledge and expertise.

› **Global Reach:**
We operate offices in the United Kingdom, Ireland, Spain, Denmark, and the USA to serve your needs effectively.
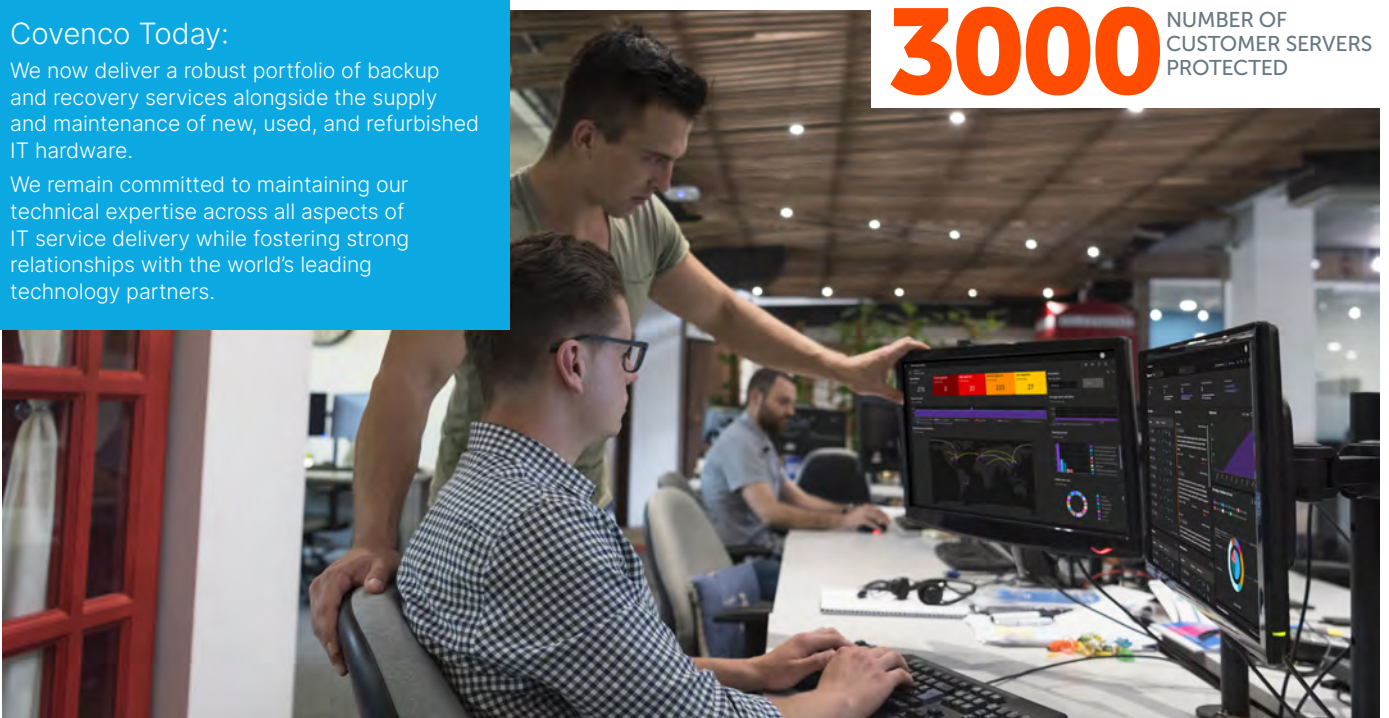
› **Unparalleled Security:**
We are fully ISO 27001 accredited for data security. Our comprehensive resiliency measures deliver peace of mind.

Covenco Today:

We now deliver a robust portfolio of backup and recovery services alongside the supply and maintenance of new, used, and refurbished IT hardware.

We remain committed to maintaining our technical expertise across all aspects of IT service delivery while fostering strong relationships with the world's leading technology partners.

3000 NUMBER OF CUSTOMER SERVERS PROTECTED

Backup, Replication & Recovery Services

Covenco offers comprehensive off-site backup solutions that meet the most robust security and availability needs. Our backup services offer off-site, immutable and offline backup solutions for reliable recovery in the event of unplanned data loss or a cyber attack.

The Power of Off-Site & Offline Backups

The data backup industry has evolved to cater for an ever changing threat landscape. Covenco offers affordable and scalable solutions that automatically safeguard your data with immutability.

As a leading cloud backup service provider in the UK, Covenco delivers simple, accessible, and secure solutions that help you access your data whenever you need it.

Our Expertise and Technology

We collaborate with industry-leading technologies to deliver exceptional backup solutions tailored to your specific needs. Whether you require backup for virtual machines, physical machines, or cloud services like Microsoft Azure, our platforms are the perfect solution.

Veeam Platinum Partner

Covenco's Veeam Powered solutions offer managed backups for virtually any environment, providing bespoke services that include immutable Veeam cloud backups, insider protection, ransomware protection, and all necessary Veeam licensing.

Our Veeam Cloud Connect Backup Services deliver a fully integrated, fast, and secure way to back up, replicate, and recover your data to our private cloud, combined with our deep industry expertise and unwavering focus on your SLA's.

As a Veeam Platinum Service Provider, we can be trusted to handle the day-to-day tasks, freeing your IT team to concentrate on developing critical projects without the burden of expensive off-site repositories or cumbersome legacy applications.

326 DAILY BACKUPS
NUMBER OF DAILY BACKUP JOBS

The Covenco Data Centre:
A Secure Location for Your Data

Covenco's state-of-the-art data centre is specifically designed for replication, high availability, and data backup. Our systems include immutable storage, air-gapped tape archive, and tailored high availability features, ensuring seamless access and operation of your data even in the event of a fail-over.

Comprehensive Security Services

In addition to our data backup solutions, Covenco offers advanced security and SOC services, along with managed IT monitoring, providing a comprehensive approach to safeguarding your data and IT infrastructure.

Phase 1:
Backup Planning & Design

We design a personalised backup plan for your unique needs, and we factor in scheduling, retention, exclusion, and deletion for optimal IT environment and disaster recovery.

Phase 2:
Monitoring & Alerting

We run daily checks to monitor your backups to ensure they're running smoothly. Any error alerts are identified and resolved promptly.

Phase 3:
Maintenance & Management

Covenco customers each receive a monthly review. We assess service levels, incidents, and change requests. Our processes evolve with your organisation for seamless integration.
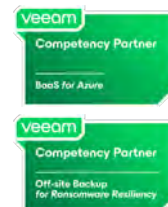
Phase 4:
Recovery & Support

Our support team has handled thousands of restores with hands-on support: We're ready to provide technical support, even in the most challenging situations.

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veeam Cloud & Service Provider **Platinum**

Covenco is a Veeam Platinum Partner with specialisations in the Veeam Data Platform and Veeam Cloud Connect.

veeam Competency Partner BaaS for Azure

veeam Competency Partner Off-site Backup for Ransomware Resiliency

In addition, we have specific competencies in Veeam Baas for Azure and Off-site Backup for Ransomware resiliency.

Covenco: Your Trusted Partner for Disaster Recovery

As a leading Disaster Recovery Service Provider, Covenco delivers consistent and continuous recovery and replication of all business-critical workloads to ensure minimal downtime.

For more than 25 years, Covenco's Disaster Recovery services have been able to mitigate downtime and eliminate the complexities associated with recovering critical applications. We offer more than just backup to the cloud; our comprehensive solutions include local backup, off-site replication, immutability, and full disaster recovery services - including the supply of your data on fresh hardware should the need arise.

Our disaster recovery services are meticulously designed to ensure the highest level of data protection and the fastest possible recovery time objectives. In addition, Covenco can deploy your backup data to rental hardware for a rapid and thorough restoration of your on-premises systems in the event of a disaster or ransomware attack.

99 DATA RECOVERIES
NUMBER OF DATA RECOVERIES IN 2024

Protecting Your Business Data: Our Top Priority
Data protection is a 24/7, 365-day-a-year responsibility that should be treated with utmost priority. Covenco's reliable cloud disaster recovery services ensure your data is in safe hands, providing peace of mind and safeguarding your business operations.

Efficient Data Management
As your Disaster Recovery Services Provider, Covenco will manage the complexity and continuous growth of your business data, ensuring efficient data management.

Our solutions are scalable, allowing you to easily adjust your data storage needs based on your business requirements.

Simplify DR Testing with Covenco
DR testing can be complex and time-consuming without supporting services from experienced technicians. With Covenco's Disaster Recovery solutions, testing is as simple as logging into a screen and testing your application stack. We provide comprehensive and regular testing with every Disaster Recovery as a Service (DRaaS) contract.

Security, Compliance and Cost-Effectiveness
Covenco delivers fully immutable backups and reliable replication to our secure cloud data centre, ensuring your data is always available and secure. Our ISO 27001-accredited data centre provides a safe haven for your critical information.

Additionally, Covenco's Recovery Solutions offer a cost-effective alternative to maintaining a secondary data centre, reducing infrastructure and management costs.

100% RECOVERY SUCCESS RATE IN 2024

Strategic Recovery Partnerships
Covenco partners with industry-leading technologies to deliver exceptional Disaster Recovery solutions.

Veeam Platinum Partners
As a Platinum Veeam Service Provider, Covenco leverages Veeam's market-leading backup, replication, disaster recovery, and data management solutions.

Carbonite Partners
Carbonite's comprehensive data protection and migration solutions provide uninterrupted access to critical business data for large organisations.

Quorum Partners
OnQ is a unique 1-click instant recovery solution that delivers automatic replication for both local and remote disaster recovery.

Ransomware Recovery:
A Covenco Specialty

Covenco offers comprehensive ransomware recovery services to help businesses recover quickly and efficiently from ransomware attacks.

Our team of experts provides round-the-clock assistance, both virtually and physically, to facilitate recovery efforts and mitigate further risk.

The average recovery time for Covenco customers with a Ransomware Recovery Service contract is just 48 hours.

Benefits of Outsourcing Ransomware Response

Outsourcing your ransomware response duties can offer several advantages, including:

› Reducing downtime
› Ensuring legal compliance
› Freeing up internal resources
› Protecting data integrity and security

Investing in ransomware response resources helps to safeguard your business from cyber criminals and protect your valuable data.

Read the Playbook:
The Covenco Guide to Recovering from Ransomware

Covenco wrote the book on how to effectively recover from Ransomware. Visit the Covenco website to download your free copy of the guide. Even if you only learn one new thing, it will have been worth it.

https://bit.ly/4cSYGr4

8 RANSOMWARE RECOVERIES
NUMBER OF RANSOMWARE RECOVERIES IN 2024

Our comprehensive Disaster Recovery Service combines cloud-based data recovery with physical infrastructure to keep your business fully protected, even when criminals strike.

Infrastructure Supply & Management

Covenco offers a diverse range of enterprise and midrange hardware solutions to empower your organisation.

With global sourcing and efficient shipping, we deliver critical systems and parts promptly, ensuring you have the technology you need to succeed.

Covenco's Extensive Inventory

Our extensive inventory of over 40,000 items includes leading brands and both new and previous generations of servers and storage.

Leading Brands and Solutions

Choose from industry-leading vendors like IBM, NetApp, Lenovo, Cisco, Dell EMC, and HP to elevate your business infrastructure with Covenco's expert solutions.

IBM System and Services

As an IBM Gold Business Partner, Covenco offers a comprehensive range of IBM systems and solutions.

Our expertise spans decades, dating back to the System/36 and System/38 servers. We continue to stock IBM's complete midrange server and storage systems, including the latest POWER10 servers and FlashSystems.

Gold
Business
Partner

IBM

Infrastructure as a Service

As a trusted IBM Gold Business Partner, Covenco offers a comprehensive range of infrastructure as a service solutions. From hardware repair and support to proactive monitoring and media retention, our dedicated team is committed to ensuring your business operates smoothly.

IBM Cloud and Virtual Servers

For organisations that use IBM Power Systems, the cloud offers significant potential for increased agility, scalability, and cost efficiency. IBM Power Virtual Server (PowerVS) provides a compelling solution, bridging the gap between on-premises reliability and cloud flexibility.

IT Rental Solutions

Covenco understands that renting computer equipment can be a beneficial alternative to outright purchase. Our rental solutions offer precise configurations, comprehensive support, and a seamless experience.

Brokerage Service

Covenco's IT brokerage supply services streamline the procurement process, ensuring you source the right technology for your business.

Infrastructure Services Key Features

Vast Inventory: Covenco stocks over 30,000 servers, storage, and parts for immediate global distribution.

› **Global Shipping and Logistics:**
We can ship most items the same day, with servers and storage configured and dispatched within 24 hours.

› **Expert Engineering and Support:**
Our teams are dedicated to helping you configure the systems that meet your current and future needs.

› **Diverse Product Range:**
We offer new, unused, and refurbished systems, ensuring you have access to the latest generations of servers, storage, and networking solutions.

› **Global Sourcing:**
Covenco has access to the entire market for enterprise and midrange hardware, sourcing our stock globally and shipping from the UK, USA, and Europe.

› **Comprehensive Services:**
We provide hardware servicing, repair, and refurbishment, ensuring your equipment remains in optimal condition.

› **Buy-Back Program:**
We offer buy-back on redundant equipment, helping you meet green recycling objectives and improve your bottom line.

› **24/7 Support:**
Our commitment to supporting your business extends to 24/7, 365-day-a-year support.

Comprehensive Maintenance & Support

To complement our hardware and software services, Covenco provides expert maintenance and support services for the full range of enterprise hardware and solutions.

Protect Your Investment with Covenco

Unplanned downtime can have a severe impact on your business operations. Protect your Servers and Storage systems with Covenco's tailored maintenance and support agreements. Our solutions extend the life-cycle of your infrastructure, minimising downtime and maximising protection for your investment.

Extend the Life of Your Critical IT Systems

Covenco's fully managed maintenance services keep your hardware running smoothly beyond the vendor's maintenance window.

Our expert team delivers personalised support, from planning and deployment to migration, backups, and ongoing maintenance.

Managed Monitoring Services

Patch management: Keep your systems updated with the latest security patches and updates.

› **Fault and error detection:**
  Identify and address system issues before they escalate.

› **Network monitoring:**
  Ensure seamless communication between your systems and network infrastructure.

› **Uptime monitoring:**
  Track system availability and performance metrics.

› **Performance optimisation:**
  Identify performance bottlenecks and implement corrective actions.

Maintenance Services
Hassle-free maintenance and proactive support

Streamline your IT operations with a single point of contact. Covenco provides:

> **Deep technical expertise:**
> Benefit from our decades of experience in industry-leading technologies.

> **Cost savings:**
> Reduce support costs by up to 20% with our optimised management.

> **Total availability:**
> Protect your critical workloads with proactive monitoring and maintenance.

> **End-to-end lifecycle management:**
> Manage your physical assets efficiently from acquisition to disposal.

Support Services
Versatile token-based support

Covenco delivers a comprehensive suite of IT support services tailored to your organisation's needs:

> **Pay only for what you need:**
> Purchase support tokens in advance and redeem them for specific services.

> **Access specialist expertise:**
> Our team is skilled in various areas, including IBM Power Systems, Storage Systems, Operating Systems, High Availability, Replication, and Disaster Recovery.

> **Predictable costs:**
> Budget effectively with clear understanding of your support expenses.

> **Enhanced flexibility:**
> Buy tokens in advance ready for use whenever you need them. Use tokens for any support services when it suits you.

> **Regular patch upgrades:**
> We will ensure your systems are up-to-date.

> **Health checks and optimisation:**
> We maintain optimal system performance.

> **Continuous penetration testing:**
> We identify and address any vulnerabilities.

> **On-site collaboration:**
> Leverage our engineers' expertise for more complex and challenging tasks.

"The solutions provided by Covenco have alleviated an enormous burden of stress on the business – and we feel confident these solutions will continuously flex to meet the ongoing challenges that we all face in IT."

Jonathan Hough
Operations Director
Davidsons Development

About Covenco

Covenco connects data management services with IT hardware supply and support. With over 35 years of experience in the IT industry, our team offers a reliable source of expertise for data centre administrators.

Covenco supports businesses with world-class data protection, backup, and disaster recovery services.

Our UK data centres have over two Petabytes of customer data under management at any time, and we are fully ISO27001 accredited for data security.

Contact Covenco

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