MANAGED SAAS CONTINUITY

SOLUTION GUIDE

Managed Recovery Processes

Provides the comprehensive support to a beneficiary following a supplier default with a team ready to handle the recovery process for you

Speedy Resolution

End-to-end redeployments tests providing assurance that resources can be rapidly and independently built in a new environment. This approach minimises valuable time when a quick recovery is critical

Reduce Demands On Internal Resources

Minimise the effort required by your internal resources that would be required to take on third-party services, so you can stay focused on running your business

SERVICE OVERVIEW

Our unique Managed SaaS Continuity service delivers the highest level of support for cloud hosted SaaS applications to a beneficiary and bridges the resources and skills gap under a traditional software escrow solution. In the event of supplier default, The Escrow Company will deploy and actively manage the solution to provide continuity of service, eliminating the need for the beneficiary to independently rebuild or manage the solution resources themselves. The cloud environment can be managed by The Escrow Company for an agreed duration and transferred to the beneficiary at any point during the post-release period. To ensure the latest deposit materials are functional, half-yearly or at another agreed frequency, end-to-end testing of the deployment process is conducted. Once validated and functional, the beneficiary is granted access to perform smoke-testing of the escrow environment. Additionally, ongoing efforts include knowledge-sharing workshops with the depositor and independent testing procedures to maintain up-to-date deployment knowledge and solution integrity.

Deposit

Deposit of latest materials to The Escrow Company. Ideally automated so deposits are kept up to date. Including:

- Source code
- Deployment scripts
- Containers
- System images
- Documentation
- Databases
- Other files

Testing

Ongoing knowledge transfer and verification with depositor. Redeployment of the application in an escrow environment.

Confirmation all necessary components are in deposited into escrow.

beneficiary invited to test system.

System then scaled or shut down.

Trigger

A trigger event occurs and the release follows the process laid out in the Escrow agreement signed off by all parties.

Deployment

The Escrow Company deploys the application in a new environment and provides the beneficiary with access within 5 business days.

Or we can take over management of the existing production platform when the Access Credentials service is included.

Managed

Ongoing management of the system on behalf of the beneficiary by The Escrow Company.

Deposit materials and cloud environment can be transferred to the beneficiary at any stage post supplier default including a handover workshop.

VERIFICATION TESTING PROCESS

While the following outlines a standard verification testing process, each exercise is tailored to align with the specific development stacks, technologies, and deployment architectures relevant to the software and platforms in scope. The verification is typically broken down into 4 stages:

Pre-Stage

Software vendor deposits source code, other materials and documentation.

Call with the lead developer to scope the requirements to build or deploy the software for testing.

Date scheduled for the demonstration.

Test Day

Software vendor demonstrates the build/deployment process remotely within their own environment while The Escrow Company observes and documents.

Initial testing done by depositor as part of demonstration to ensure the solution functions.

Functionality

The Escrow Company then deploys the solution independently, with support from depositor for troubleshooting where required. After the solution has been recreated by The Escrow Company, access to the solution in the escrow environment provided to the beneficiary to perform functionality tests. Once tested and verified, system scaled down.

Reporting

Detailed report issued to the software vendor and beneficiary including:

- Main Coding language
- Hosting environment
- Third party apps
- Database used
- Review of developer's documentation
- Build and deployment process

GLOBAL VERIFICATION CLIENTS

PROCESS OVERVIEW

1. Pre Stage - Software details

The Minimal Viable Service will be discussed as part of the pre-sales activities. For testing, a scoping call is organised between The Escrow Company and the depositor to ensure the following items will be ready for the verification exercise:

- A detailed reference list of the software with an overview of the cloud platform, technologies and details of all software components including any databases.
- Documentation covering the development environment configuration, compilation, deployment process and configuration of the software to be identified and deposited prior to the commencement of the verification. This documentation will be reviewed throughout the verification process.
- Searches are performed within the source code repositories to identify precompiled files (e.g. DLLs, static libraries, executables).
- A sample of source code files will be reviewed to assess structure and development readiness, usually covering code formatting, filenames, variable declarations, and the presence of comments or modification histories.
- The required time will be assessed and agreed upon by the depositor and The Escrow Company with the date(s) scheduled to perform the verification exercise.

2. Test Day - Creation of all Development and Deployment Environments

- Testing should be performed on a dedicated testing environment with preinstalled components such as operating systems and third-party applications and tools observed and documented. Test environments can be created using physical servers or local/cloud-based virtual machines.
- All source code and associated files required for compilation and/or deployment of the software to be introduced into the relevant environment(s).
- Where compilation of individual components is required, all files must be compiled by the depositor using the appropriate development environment.
- For software that does not require compilation, the full deployment configuration for the environment will be implemented and documented.

PROCESS OVERVIEW

- Databases required by the software are to be deployed (if applicable).
- If any licensed or proprietary components cannot be compiled such as legacy libraries that do not change but lack available source code, these will be identified and referenced in the report.
- Where additional material is required (e.g. third-party Docker containers), these will be identified by the depositor and documented.
- Screenshots and video obtained to confirm successful installation of each application with confirmation of version numbers, date and time stamps.
- Upon a successful completion and demonstration, the verification consultant will then independently repeat the process in an escrow environment.
- depositor required to be available for troubleshooting where required.

3. Functionality Testing

- Initial functionality testing will be carried out by the depositor as part of the demonstration to confirm that the software is functioning as expected.
- Then the minimal viable service will be recreated from scratch by The Escrow Company usign the supplied matrials.
- The beneficiary will be granted log in access to smoke-test the escrow solution.
- System shut down or scaled down until next testing cycle to minimise infrastructure costs with account environment accessible for swift recovery.
- The tested deposit materials will be securely stored by The Escrow Company.

4. Reporting

Following the verification exercise, The Escrow Company consultant will produce a detailed report documenting the build and deployment process. This report will be shared with the depositor and the beneficiary. The report will document and include:

- All processes performed during the verification and will include documentary evidence obtained by way of screenshots and output files.
- Documentation provided by the depositor will be referenced in the report if disclosed or observed during the testing.

POST ESCROW EVENT SUPPORT

The service provides the beneficiary with access to critical services following a trigger event, giving the beneficiary time to develop a longer term exit strategy. Following a supplier failure, trigger event and deployment of a minimal viable service, The Escrow Company provides a unique managed service designed to support the failover, service availability and exit strategy. The environment is typically managed for a transitional period of several months, ensuring continuity until an alternative plan is implemented.

Service Item	Standard	Advanced	Premium
Length of managed service			
30 days	✓		
90 days		✓	
180 days			✓
Recovery Time			
5 days (standard)	✓	✓	✓
2 days (expedited)			✓
8 hours (hot)			✓
Verification Testing	**Standard**	**Advanced**	**Premium**
Frequency of SaaS Release Verification	Annual	Biannual	Biannual
Frequency of Knowledge Transfer Workshops	Quarterly	Quarterly	Quarterly
Service Inclusions	**Standard**	**Advanced**	**Premium**
Support SLA – Ticket incidence response & service requests	9-17 Mon-Fri GMT	9-17 Mon-Fri GMT	9-17 Mon-Fri GMT 24x7 *Optional
Monitoring solution health & availability. Covers all deployed components analysis of logs & alerts	✓	✓	✓

POST ESCROW EVENT SUPPORT CONTINUED

Service Inclusions	Standard	Advanced	Premium
Incident management including notification, escalation & root cause analysis	✓	✓	✓
Incident remediation SLA	Next working day	Same working day	8 Hours
Third-party interface management		✓	✓
Compliance support (Annual BCP)			✓
Infrastructure bug fixing			✓
Data backup management	✓	✓	✓
Capacity management of deployed components and proactive addition of capacity if needed	✓	✓	✓
Change management to maintain the environment uptime where necessary	✓	✓	✓
Security management. Monthly vulnerability scan and improvements where possible, SSL certificates provisioning & deployment, firewall changes, anti-malware protection where applicable	✓	✓	✓
Manage DNS entries & associated changes	✓	✓	✓
Identity and access management	✓	✓	✓
Cost optimisation – running efficient resources		✓	✓
Maintaining up to date environment documentation		✓	✓

POST ESCROW EVENT SUPPORT CONTINUED

As the service as aimed at deploying the solution as is, there are certain considerations and limitations to the service during the recovery period until the beneficiary has a longer term strategy.

Excluded
Code development/feature upgrades/bug fixes by The Escrow Company
Application performance assessments/improvements such as application response time
No Dev or QA environments for an escrow event (Minimal viable solution - production services prioritised which saves on effort, costs and resources)
End user customer service function such as call centre operations
Depositor's specific 3rd party tooling such as SIEM or SOC service

Other	
Disaster recovery platform for production escrow environment (Additional service required to be procured and delivered: QA/Dev environment deployed)	Optional
Additional testing options available including; Comprehensive Build Verification of Source Code (Firmware or On-prem), Mobile App Compilation Verification, Additional SaaS Recovery Verification (escrow solution specific) Additional SaaS Release Verification (escrow solution specific), Code Quality Audit, Static Application Security Test (SAST), Dedicated Deposit Service, Cryptographic Bill of Materials (CBOM) and Software Bill of Materials (SBOM)	Optional

SOLUTION GUIDE

ABOUT THE ESCROW COMPANY

A global leader in software and SaaS escrow services, delivering secure, efficient solutions to clients worldwide. With primary hubs in London (UK), Atlanta (USA), and Sydney (Australia), we provide truly global coverage with local expertise.

Founded over a decade ago by pioneers in data protection and business continuity, The Escrow Company is redefining and setting industry standards. We support thousands of organisations across diverse sectors, including finance, insurance, logistics, technology, retail, and software start-ups.

- ISO 27001 & 27017 accredited with security best practises
- Flexible services and agreement terms and conditions to meet client needs
- Approved software escrow vendor on AWS and Microsoft Azure Marketplaces. Gitlab tech partner.
- Services backed by state-of-the-art technology developed within AWS, Microsoft Azure, Oracle and Google Cloud
- Integration with development tools such as GitHub, Bitbucket, GitLab, Azure DevOps and Docker containers

Transparency

Open and simple billing structures with no hidden fees.

Pragmatic advice and guidance.

Excellent customer service and engagement with aligned CSM.

Opt-in client portal available.

Trust

Vast software escrow knowledge & experience with case studies & references having managed live release events.

Highest level of professional liability and cyber insurance available in the escrow market.

Security best practises applied.

Technical Excellence

Highly skilled with cloud & SaaS based services.

Unrivalled depth & breadth of services.

Innovative partner with automated deposit options.

Managed Continuity Service available.