the escrow company

SAAS RECOVERY ESCROW

SOLUTION GUIDE

Secondary Cloud Environment

Vendor provides a pre-built secondary cloud environment, tested and hosted in escrow that can be rapidly scaled up by The Escrow Company and transferred to the beneficiary. Reduces rebuild time and resource constraints when quick recovery is critical.

Deposit Materials

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 Internal Resource Demands

Minimise the effort required by internal resources that would be required to rebuild third-party services from scratch under a traditional software escrow model

SERVICE OVERVIEW

Our SaaS Recovery Escrow service assists with business continuity protection for cloud-hosted applications through a unique secondary environment approach. As well as storing code and documentation, we maintain a configured tested cloud environment that can be rapidly activated and transferred to the beneficiary in the event of supplier failure.

This solution bridges the critical gap between traditional software escrow, which requires technical expertise and significant time to rebuild systems, and our fully managed service. With SaaS Recovery Escrow, the beneficiary will be provided a ready-to-use environment ensuring additional resilience in the event of issues with a critical software vendor. The service is designed to support organizations that require fast recovery, who may not have the skills or confidence to rebuild a solution themselves. By working with your software vendor, The Escrow Company ensures the environment is deployed, verified, and updated, then scaled down to reduce infrastructure costs until needed. In an escrow event and supplier default, the environment is activated and operational within a standard period either 3 or 10 days following the agreed release mechanisms, eliminating possible delays of a traditional redeployment exercise by the beneficiary themselves.

To give you on-going peace of mind, regular verification exercises validate that all deposited materials are complete and usable. During these tests, the vendor rebuilds the environment in The Escrow Company's secure cloud account, and our consultants observe and document the process. Beneficiaries are then invited to perform smoke-tests to confirm functionality. This cycle ensures recoverability is continuously validated and documented. Knowledge transfer is also embedded into the process. Workshops with the vendor provide ongoing insights into the solution's architecture, dependencies, and documentation, supporting a smooth handover if a release is triggered.

The focus is on rapid recovery and transfer of control, enabling beneficiaries to quickly take ownership of their business-critical applications with minimal downtime.

Key Benefits

- **Business Continuity:** Assists following disruptions to business-critical systems
- **Risk Management:** Mitigates risks associated with relying on third-party software vendors
- **Regulatory Compliance:** Helps customers meet regulatory or contractual requirements around operational resilience, stressed exit planning and testing.
- **Build trust between supplier & customer:** Provides ISVs and end-users a transparent, secure, and verified solution for software escrow to allow them to invest in technology with confidence the solution will be available to them regardless of supply chain failure.
- **Knowledge gap:** Helps beneficiaries who may not have the desire, skills or resources to deploy the system from scratch in an escrow event but could manage it if required or confident they could obtain the required resources at the time.

SOLUTION GUIDE

HOW IT WORKS

Deposit →

Automated deposit of latest materials to The Escrow Company including:

- Source code from developer repositories
- Deployment scripts (Infrastructure as Code) such as Terraform or CloudFormation
- Containers and Virtual Machine images
- Databases with up to daily backups
- System documentation and configuration files

Testing →

Regular verification with the vendor where the secondary cloud environment is deployed.

Confirmation all necessary components are deposited into escrow. Beneficiary invited to test system functionality.

System then scaled down until next testing cycle.

Trigger →

Pre-agreed event occurs (vendor insolvency, breach of contract, etc as agreed in contract).

Beneficiary sends notice detailing specific event of default.

Notice sent to Vendor to confirm or dispute. If undisputed, recovery process begins.

Recovery →

The Escrow Company scales up the pre-built environment and ensures full functionality.

All deposit materials and cloud environment prepared for transfer.

Transfer

Cloud account and environment transferred to beneficiary with comprehensive handover workshop.

Beneficiary gains immediate operational control with ongoing documentation and support materials.

GLOBAL VERIFICATION CLIENTS

PROCESS OVERVIEW

1. Pre-Stage - Software Details

To kick off the verification process, a scoping call is organized between The Escrow Company and the software vendor to ensure the following items are ready:

- Detailed reference list of software components with cloud platform overview, technologies, and database requirements
- Documentation covering development environment configuration, compilation, and deployment processes
- Review of source code repositories to identify precompiled files and dependencies
- Assessment of source code structure, development readiness, and documentation quality
- Time requirements agreed between vendor and The Escrow Company with verification dates scheduled
- Dedicated cloud subscription environment created by The Escrow Company with administrative access provided to the depositor

2. Test Day - Environment Deployment

- Depositor is to deploy a secondary solution into our account with a Blue - Green deployment model for future updates. See Technical Considerations.
- All source code and deployment materials introduced to the escrow cloud environment by the software vendor
- Required databases deployed and configured
- Licensed or proprietary components identified and documented
- Third-party dependencies (Docker containers, external services) catalogued
- Screenshots and video evidence obtained confirming successful deployment with version numbers and timestamps

PROCESS OVERVIEW CONTINUED

3. Functionality Testing

- Initial functionality testing carried out by the software vendor to confirm that the software operates correctly
- Independent scale-down and recovery process performed by The Escrow Company using deposited materials. Depositor should be available for questions during recovery verification process and support for fixing issues.
- Beneficiary is granted access to perform smoke tests and validate critical functionality
- System is scaled down by The Escrow Company to minimize infrastructure costs while maintaining rapid recovery capability
- Tested deposit materials securely stored by the Escrow Company with documented recovery procedures
- Depositor access to the escrow environment removed

4. Reporting

- Following the verification process, The Escrow Company produces a comprehensive report documenting the entire testing process
- All procedures performed during verification with documentary evidence via screenshots and output files from the tests

5. Ongoing knowledge share workshops

This transfer of knowledge together with the depositor will provide The Escrow Company with an understanding of the system. Typically performed during quarters when a full verification isn't to assist in understanding updates. These sessions involve a solution walkthrough workshop session with the depositor. These will be solution specific and dependent but typically cover:

- Application changes overview
- Documentation updates review
- Solution walk through of resources and services in use
- Discuss 3rd party dependencies
- Overview of basic support use cases e.g. how to support the system

POST ESCROW EVENT

The service provides beneficiaries with access to their critical systems. This solution focuses on environment transfer and handover, giving you operational control.

Included in Environment Transfer

Complete Cloud Environment and Account Transfer: Fully configured and tested cloud infrastructure ready for immediate use. Complete ownership transfer of cloud environment and resources

Knowledge Share Handover Workshop: Comprehensive workshop covering system operation, maintenance, and troubleshooting. Knowledge gained from quarterly workshops with the software vendor and passed on through documentation and workshop

Documentation Package: All deposited materials, deployment guides, and documented recovery procedures.

What Happens Post-Transfer

Once the cloud environment is transferred to the beneficiary, the beneficiary will take on complete operational control and responsibility. The service is designed to provide a fully functional system that the beneficiary team can immediately use, operate and maintain, eliminating the need for complex rebuilds or extended recovery periods.

SERVICE LIMITATIONS

As this service focuses on environment transfer rather than ongoing management, certain considerations apply:

Standard release time period of 5 working days. Anything faster would need greater scoping and agreement with the depositor. 3-day release process can be offered where the depositor agrees of the removal of the dispute resolution process.

Beneficiary Responsibilities Post-Transfer

- Ongoing system management, monitoring, and maintenance
- Procurement of necessary third-party licenses for ongoing operation of relevant dependencies
- User support and customer service functions
- Security management and compliance maintenance
- Development, upgrades, and bug fixes
- Performance optimization and scaling decisions

Technical Considerations:

- Environment provided as configured by original software vendor
- Security controls dependent on the vendor's original implementation
- Third-party integrations may require reconfiguration
- Some specialized tooling may need to be procured separately
- Blue - Green model for environment changes: The Escrow Company will provide 2 environments where the depositor will deploy the latest solution. Once the deployment will be completed and tested by the beneficiary, The Escrow Company will remove the depositor’s access. When the depositor will be required to update the environment, the separate cloud account will be provisioned. Once the new deployment will be completed and tested by the beneficiary, The Escrow Company will remove the depositor’s access and will decommission the first environment. In this setup, The Escrow Company will always have the latest tested version available

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.