

SOFTWARE AND SAAS ESCROW SOLUTION GUIDE



Business Continuity

Provides assurance to beneficiaries that they will have access to critical software assets or data following pre and mutually agreed failure situations.



Regulatory Compliance

Helps beneficiaries meet regulatory or contractual requirements around operational resilience, stressed exit planning and testing.



Risk Management

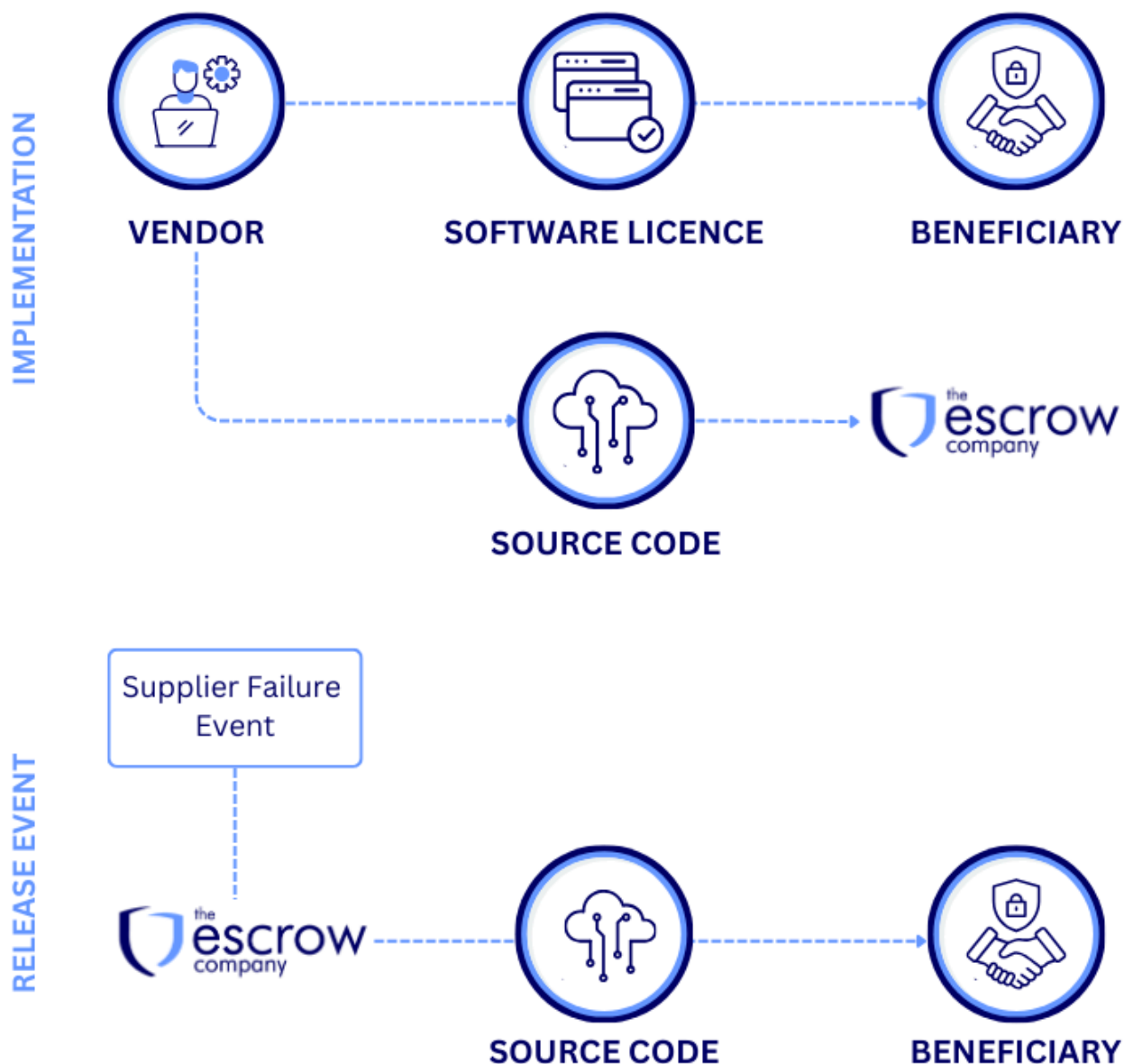
Mitigates risks associated with utilising third-party software vendors.



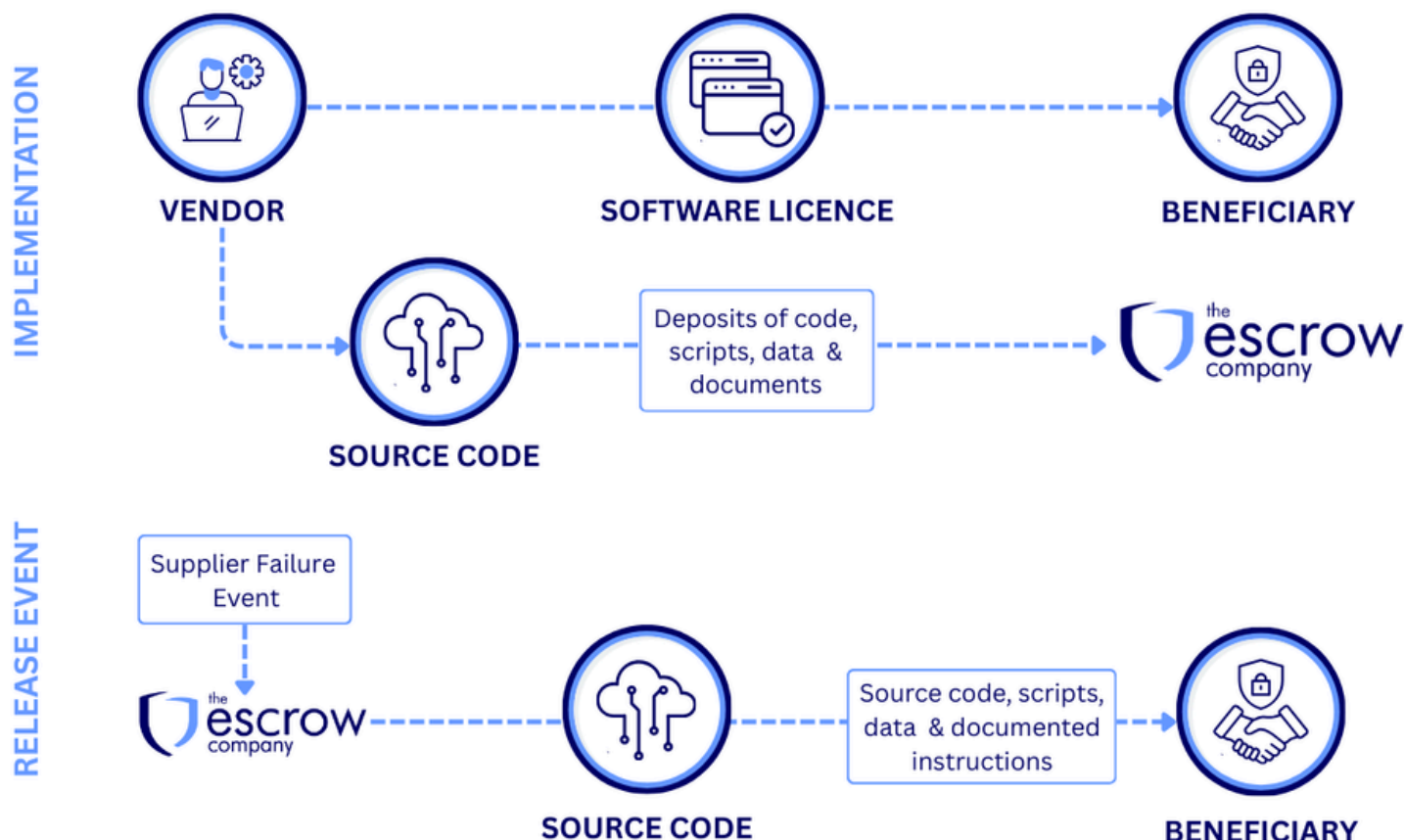
Commercial Confidence

Build trust between buyers and vendors that a solution will be accessible and useable, regardless of supplier disruption or failure.

SOFTWARE ESCROW



SAAS ESCROW



SINGLE & MULTI-BENEFICIARY AGREEMENTS

For Software and SaaS Escrow, we offer both single-beneficiary or multi-beneficiary agreements to suit different commercial models. A single-beneficiary agreement is a three-party arrangement set up to protect one beneficiary and one vendor, providing clear access rights if defined release conditions occur.

A multi-beneficiary agreement allows a software supplier to extend the same escrow protections to multiple customers under a single master agreement, giving each registered beneficiary the same protections without the need for separate contracts for each beneficiary, saving time and legal costs.

POST ESCROW EVENT

The service enables beneficiaries to regain control of their critical software assets.

Included in Release



Access to deposited source code, data, and documentation



Verification reports (if applicable)



Defined usage rights and termination processes

What Happens Post-Transfer

Once the deposit materials are released, the beneficiary is responsible for:

- System deployment and operation
- Security and compliance management
- Licensing of third-party components
- Ongoing development, support, and maintenance

Service Considerations

- The service does not provide ongoing system operation or hosting
- Recovery timelines depend on beneficiary capabilities and system complexity and release process defined within the agreement
- Third-party licences typically must be sourced separately but can be documented as part of the deposits
- Security posture reflects the original vendor's implementation

HOW TO BUY SOFTWARE ESCROW

Putting software escrow in place can be very simple. With over a decade of experience supporting commercial, enterprise, and regulated organisations, The Escrow Company has refined the process to make it as efficient and straightforward as possible. From agreeing the scope and escrow materials through to contract review, deposit, and testing, our structured approach helps all parties move quickly while ensuring the right protections are in place from day one.

Scope Service Level and Deposit Materials

Service Review With All Parties

Review Template Escrow Agreement

Sign Terms

Materials Deposited Into Escrow

Verification Testing

Complete

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.