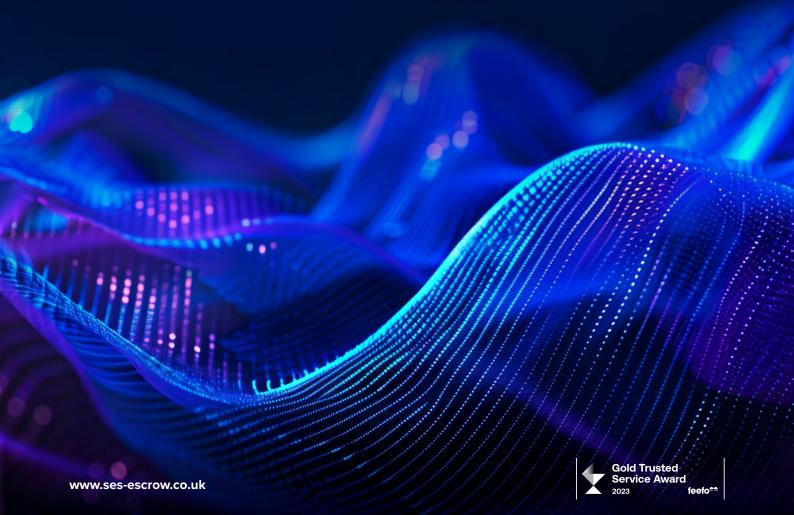# Introducing SaaS Continuity Escrow

A revolutionary resilience service for users of mission critical cloud and SaaS software systems. Unlike all other Escrow agreements that place all responsibility for system recovery on the software user, SaaS Continuity Escrow from SES is a managed recovery service designed to provide complete and rapid accessibility to mission critical software systems. In the event that a disruption event or stressed exit makes your software vendor no longer able to provide the service, whether on a temporary or permanent basis, SES steps in to ensure your operations can continue.

Complete and rapid accessibility to mission critical software systems.

Gold Trusted Service Award 2023

feefo

Why customers take Continuity Escrow

01
Business Continuity Planning

An enhanced business continuity strategy securing mission critical systems against disruption events.

02
Regulatory Compliance

A tested business continuity strategy and exit plan for regulatory compliance.

03
Peace of Mind

Assurance that the most critical systems and operations are safeguarded against events outside their control.

Why protect SaaS and cloud systems?

If a disruption event or stressed exit occurs to mission critical SaaS systems, organizations face losing both their system and all data housed within it. The associated disruption can cause:
- operational downtime, loss of revenue, brand/reputational damages, legal claims, regulator action and even business closure.

How does SaaS Continuity Escrow protect against disruption?

SES creates a back-up of the live system and simulates system recovery on an agreed schedule. When a disruption event takes place, SES rapidly activates the back-up system to recover services and operations. SES then maintains the service for an agreed continuity period (e.g., 90 days) allowing organizations to identify replacements or make alternative arrangements.

How quickly can services be recovered and how long is the continuity period?

Recovery requirements vary by system but as standard, SES will look to recover services within 1 business day and the continuity period is 90 days.

How quickly can SaaS Continuity Escrow be implemented?

This service is only available following a scoping of the software system, technical architecture, recovery priorities and all associated costs. Following order confirmation, the typical lead time is 90 days and SES recommends initiating SaaS Continuity Escrow discussions early in the software procurement process.

Why is SaaS Continuity Escrow better than SaaS Verification Escrow?

SaaS Verification Escrow (in a disruption event) requires the software user to perform the system recovery. And due to IPR, the user cannot test they can perform the recovery in advance. For many organizations, recovery of complex systems is beyond their capabilities and the danger of a delayed or failed recovery too great a risk to their operations. With SaaS Continuity Escrow, SES takes responsibility for the system recovery and tests that recovery in advance to ensure it is effective.

KEY BENEFITS

- ⊘ All system source code and user data held in Escrow and available in a disruption event.

- ⊘ SES managed system recovery.

- ⊘ Fastest recovery in the sector (e.g., 1 working day).

- ⊘ SES managed continuity period following a disruption event (e.g., 90 days).

- ⊘ Simulated recovery testing every 90 days.

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