# harbor

# Why Harbor?

Harbor is a specialist Managed Service Provider focused solely on data protection and recovery. We deliver Backup as a Service (BaaS), Disaster Recovery as a Service (DRaaS), and Cyber Recovery services that integrate seamlessly with your environment, minimising disruption and helping you recover with confidence.

**OUR PURPOSE**

## We exist to do right by data

**OUR VISION**

## Peace of mind in a secure, data-smart world

## What makes Harbor different

**Outcome first**
We prioritise measurable improvements in RPO and RTO, giving boards the confidence that resilience is not just promised but proven.

**Recovery specialists**
We are trusted to deliver when it matters most:

| **72%** technical workforce | **95%+** customer retention rate | **99.8%** restore rate* |
|---|---|---|
| **7000+** tickets resolved last year | **24x7x365** support | |

**Vendor independent expertise**
We design solutions using the best technologies available, without lock-in, ensuring resilience that is right for each customer.

**Proven delivery lifecycle**
From assessment and design through to implementation and continuous improvement, our structured lifecycle ensures quality and consistency at every step.
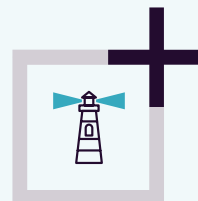
* Based on average from all restores completed in 2025 calendar year (up to September).

## Clear resilience roadmap with Harbor Lighthouse

Lighthouse is our structured discovery and assessment programme that provides a single view of recovery readiness and a step by step plan to improve it. Through interactive dashboards, resilience scoring, and executive-level reporting, Lighthouse creates a clear roadmap to improve recovery posture and reduce risk.

## How Lighthouse runs, with tangible outputs at each step

**Minimum Viable Company workshop** - Defining the critical systems needed to keep the business running.

**Cyber Recovery Assessment** - evaluating readiness and mapping to frameworks such as NIST and DORA.

**Disaster Recovery Scenario Planning** - running realistic tabletop exercises with actionable outputs.

Across the engagement, Lighthouse provides side-by-side TCO and ROI views and a practical roadmap for investment, testing cadence and executive assurance.

# Our services

**Backup as a Service (BaaS)** for on-premises, cloud, and SaaS workloads.

**Disaster Recovery as a Service (DRaaS)** with SLA-backed recovery and secondary site continuity.

**Cyber Recovery as a Service** for assured, clean recovery following cyber incidents.

**Assessment and consulting** to design improvements to your posture.

**Simulate and Test** to prove recovery readiness through drills.

**Legacy and Migration Restore** for long-term retrieval and platform migrations.

# Proven results

Our services are aligned with leading standards and regulations such as NIST, DORA, ISO, and GDPR, supporting both compliance and executive expectations. Customers across healthcare, financial services, the public sector, and technology trust Harbor to protect their most critical data.

> "Working with Harbor has given us the assurance that we can recover our data in the event of a crisis."
>
> **CIO, Institute of Cancer Research**

> "This was the project that every CIO wants."
>
> **CIO, Institute of Cancer Research**

> "Harbor is one of the most professional, service-orientated businesses I've worked with."
>
> **Lead Engineer, Saga**

## Why choose Harbor

We believe data is the most valuable asset an organisation has. By focusing exclusively on protection and recovery, we have become experts in our field, using the right tools and approaches to deliver resilience, reduce downtime, and provide assurance at every level.

## Sectors we support

Examples include financial services and insurance, legal, public sector, **healthcare**, **manufacturing**, **retail**, **technology and telecommunications**.

## Get started

**Book Lighthouse Discovery**, a structured discovery engagement that identifies critical systems, prioritises recovery, and delivers actionable outputs for planning and investment.