



# Versterkt escrow het vertrouwen in Cloud diensten?



Enschede – 21 april 2011



ESCROW4ALL

# Introductie



ESCROW = IETS MET...



# Het leven na de SLA

Cloud Computing provider

Dikke SLA

> 99% uptime

Redundante systemen

24 uurs servicedesk

RTO / RPO

# Het leven na de SLA

Cloud Provider

**Dikke SLA**

> **99%** uptime

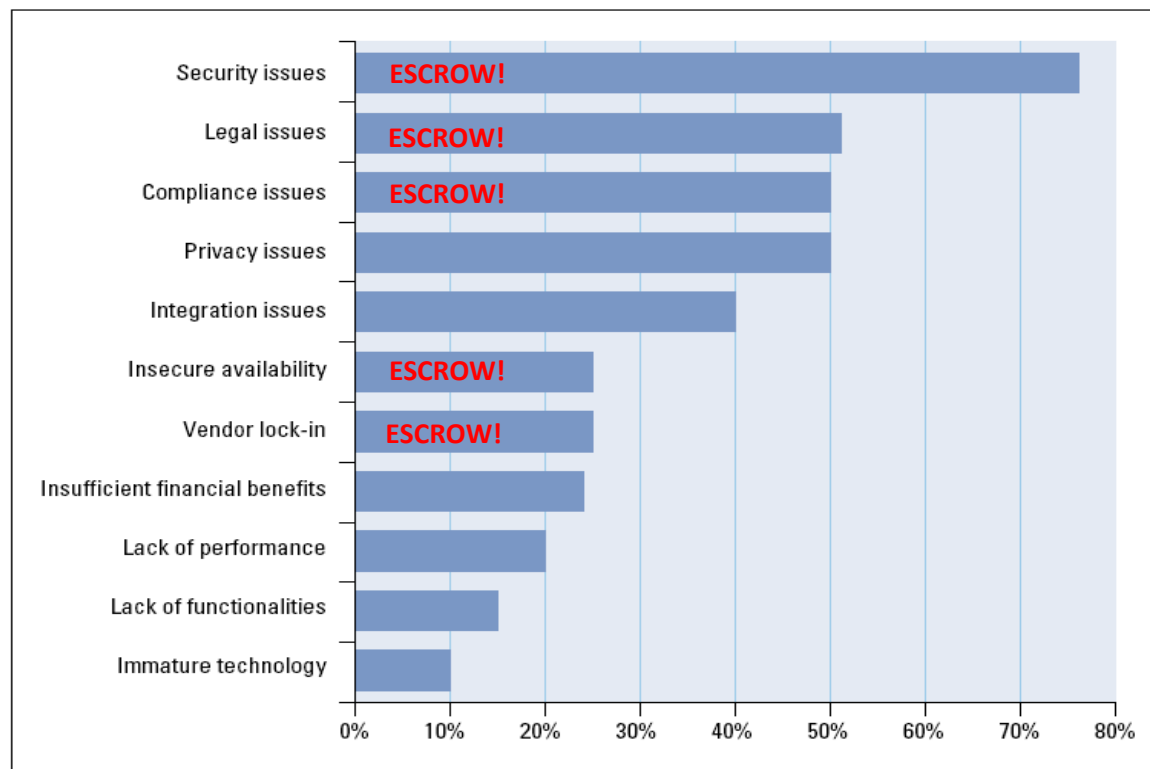
**Redundante systemen**

**24 uur servicedesk**

**RTO/RPO**

Cloud Consumer

## What are your main concerns regarding the use of cloud computing?



Source: KPMG the Netherlands, 2010



# 'Klassieke' escrow



# Dynamische escrow



## On Premise

Behoud **onderhoud**

*Bedrijfskritische software*  
(Blue chips, financiële sector,  
gezondheidszorg, overheid)



## On Demand

Behoud **functionaliteit**  
Beschikbaarheid **gebruikersdata**

*Ook ondersteunende software!*  
(Corporate en MKB)



# Type escrows in de Cloud?

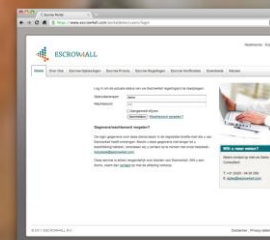
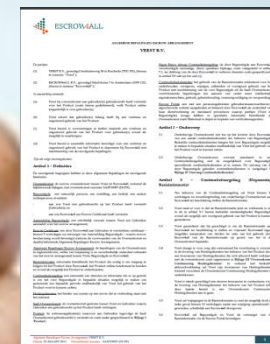


# Client Case: SaaS escrow Vrest Medical

Ernst-Jan Zwienenberg – Director Operations

Centre4Cloud

- Requirements klanten (ziekenhuizen)
- Keuze/selectie escrow regeling en escrow provider
- SaaS escrow / Continuïteitsregeling Vrest Medical
  - Access Check
  - Maintenance Check
  - Afspraak met hosting provider
  - Geen broncode deponering
- Mantel overeenkomst > inzetbaar bij meerdere klanten
  - Algemene Escrow Bepalingen Vrest Medical
  - Escrow Certificate ('groene kaart')
  - Escrow Portal (24/7 status info)



Can we escrow it?



Bedankt voor uw aandacht!


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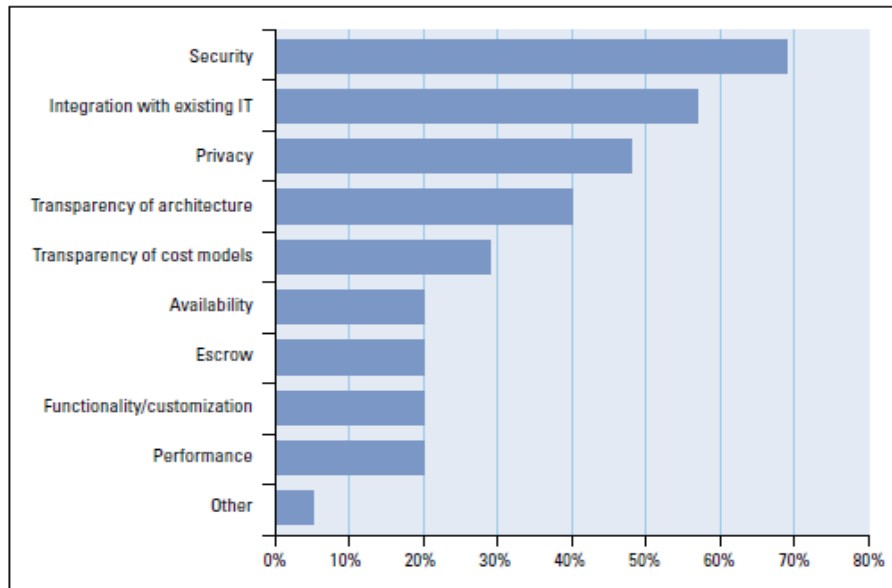
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### What aspects of cloud computing should be improved?



Source: KPMG the Netherlands, 2010

### Survey method and acknowledgement of sources

A solid base of data was provided as 125 participants from over 100 organisations located in the Netherlands participated in the survey. Almost all participants were decision-makers (business managers and executives) within their organisations. This group contained participants from organisations of different sizes and from a variety of industries.

The survey was performed using an online questionnaire as well as conducting one-to-one interviews during March and April 2010.

The distribution of participants with respect to size and sector is detailed in the table below:

Total participants	
Total participants	125
Organisation size (number of computer users)	
More than 5,000	42%
1,000 - 5,000	18%
100 - 1,000	21%
Less than 100	19%
Total	100%

Organisation sector	
Professional services	27%
Financial services	24%
Public sector and healthcare	21%
Manufacturing and industrial markets	10%
Other	19%
Total	100%

Source: KPMG the Netherlands, 2010