



SERVICE DESCRIPTION

**Nimbus Data Recovery
for Office 365 Services**

Restrictions on Disclosure

Information contained and built within this services description remains the property of Thrive plc unless strict permissions to the contrary have been provided. Information shall not be released nor disclosed either in part or as whole without strict consent of Thrive.

Section 1 – Executive Service Summary

Nimbus Data Recover for Office 365 is Thrive's Office 365 backup service offering which provides a very simple and cost-effective way of delivering backup to users of Office 365 without the need to invest in expensive infrastructure.

Our platforms are built with full redundancy and will be patched and secured according to best practice guidelines. Our validated architecture provides enhanced levels of availability, security and resiliency to our clients.

Thrive provide the cloud and storage needed to be able to safely and securely protect their Office 365 data at Thrive's Tier 3+ Data Centre.

This service is intended for enterprise business consumption and therefore is not a direct consumer-based service.

Restrictions on Disclosure

Nimbus Data Recover for Office 365 provides a managed Backup as a Service (BaaS) solution that delivers secure and reliable protection of data located within Microsoft Office 365.

The service consists of protection of the following Office 365 components:

- Exchange Online
- OneDrive for Business
- SharePoint Online
- MS Teams*

*Backup and recovery of Team data, available for group or site level only.

This service provides day to day monitoring, support and maintenance of backup and restore jobs to ensure that should you require it, your critical data is available for recovery as required.

Service Components

This section is comprised of a description of each of the components that make up the overall service.

Physical Data Centre

This component provides Tier 3 + hosting for the service including:

- Resilient Power
- Resilient Cooling
- Fire detection and suppression
- 24/7 Physical Security
- Resilient Connectivity

Connectivity

This component provides connectivity related to the running and delivery of the service.

- Thrive Resilient Internet Connectivity
- Cloud Gateways

Cloud Repository Storage

This component provides a storage repository for Office 365 backup data. The size of the storage repository required will fully designed by Thrive's technical team.

Licensing

This component provides any relevant licensing required to deliver the service. Multiple licensing options are available and will be determined based on individual design. Considerations will be taken around subscription licensing, service provider licensing and the relevant versions.

Service Scope

This section details how the service is ordered, consumed and delivered.

How Do I Order the Service?

The service is ordered by engagement with our design consultants whose role is to help design and right size the service to match your requirements and budget. The information gathered will be used to create a formal quote, leading to a contract.

What Am I Ordering?

A fully managed backup & recovery service protecting Office 365 data located within Microsoft's datacentre(s). The service offering comprises of the following elements:

- Backup job creation
- Backup job scheduling
- Cloud backup repository
- Backup job monitoring & alerting*
- Service reporting
- Restoration of Office 365 data**
- Minimum number of user licences***

*notification on error.

**Service includes a set number of restore request tickets (additional tickets available as a chargeable request) See 10.12 in FAQ section.

***Licence amendments can be requested by engaging with the Thrive cloud team. See 10.13 in FAQ section.

How Do I Get Set Up On the Service?

The service will be setup as per the ordered design. The following table shows the inclusions and exclusions along with roles and responsibilities:

Task	Included	Responsibility
Account creation	Yes	Thrive
To determine backup job selections (what to include/exclude). Agreed at contract start point then amended via change control request.	Yes	Customer
Definition of schedule per backup. To be agreed at contract start point then amended via change control request.	Yes	Customer
Definition of retention policy per backup job to be agreed at contract start point.	Yes	Customer
To schedule backup jobs in line with agreed requirements.	Yes	Thrive
To provide scheduled reports of backup failures.	Yes	Thrive

To notify service provider of any potential issue that may cause backup jobs to fail or not complete successfully	Yes	Customer
To notify service provider of any moves, additions, changes or deletions (MACD's) for user selection or schedule*	Yes	Customer
To request restores (in line with restore service)	Yes	Customer
To perform restores (in line with restore service)	Yes	Thrive

*Failure to notify could result in unexpected failures, which will affect the SLA of certain components

How Do I Access The Service?

There is no direct access to the service as this is fully managed via Thrive's Technical Assistance Centre (TAC).

Upon contract commencement of the service, a welcome pack will be issued with details on how and when to contact Thrive's TAC with regards to service related items.

Service Delivery

Service Availability

The service is available 24 x 7 x 365*.

*Excluding planned maintenance work which will be notified in line with our terms and conditions.

Support Scenarios

The service is supported by Thrive's Technical Assistance Centre (TAC). Contact details for the TAC will be provided in the customer guide issued at the commencement of the service.

Thrive manages Problems, Incidents and/or Service Requests in line with the ITIL framework.

Below is a table of common support scenarios for this service.

Scenario	Supported by default	Coverage	Type
Backup failure	Yes	24/7/365	Incident
Restore request	Yes	24/7/365	Service Request
Office 365 application support	No	N/A	N/A
Reporting not working as expected	Yes	9-5.30 Mon-Fri*	Incident



Job creation/modification	Yes	9-5.30 Mon-Fri*	Service Request
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*Excluding England and Wales public holidays

**To be scoped and defined as required

Service Level and Key Performance Indicators

Within this section we detail service levels, KPIs and any associated statements relating to service credits.

The SLA target for this service is based upon data restore commencement. This is defined as the maximum time from an acknowledged restore request

Thrive runs with dual SLA targets depending on if the request was received during core business hours or outside of this time. These targets are defined in the below table:

Description	9-5.30 Mon-Fri*	Non-Core Business Hours
Data restore commencement	≤2 Hours	≤ 4 Hours

*Excluding England and Wales public holidays, these will be treated as non-core business hours.

Data Restore Commencement – Service Credits

The following Service Level and Service Credits are applicable in respect of the time of the commencement of any restore.

Service Credits	9-5 .30Mon-Fri*	Non-Core Business Hours
10	2-3 Hours	4-5 Hours
15	3-4 Hours	5-6 Hours
20	4-5 Hours	6-7 Hours
25	>5 Hours	>7 Hours

*Excluding England and Wales public holidays, these will be treated as non-core business hours

Notes

A Service Credit is defined as 1% of the Price payable in a calendar month, for the specific Client Service or Services, which have not met the defined Service Level.

A maximum of 100 Service Credits can be claimed in one calendar month. Service Credits can only be claimed for the calendar month in which they occur and cannot be rolled into subsequent months.

All Claims for Service Credits must be initiated by the Client to Thrive's Representative in writing.

The Client will have 30 Working Days from the receipt of a Monthly KPI report of the month in which the event occurred to claim for Service Credits.

All claims for Service Credits must be supported by the appropriate Monthly KPI report.

Where Service Credits claims are not made within the notified period no Service Credits will apply.

Applicable Service Credits will be paid one month in arrears in the form of a credit note which can only be applied against the future provision of Services.

Clients will have 30 Working Days to query any Service Credits issued. Where supplementary Service Credits are due, these will appear on the following monthly invoice.

Where Thrive inadvertently issues an overpayment of Service Credits, Thrive reserves the right to have these refunded. This will take place on the following monthly invoice after notification to the Customer.

The Service Credit shall be the sole financial remedy to the Customer in respect of the unavailability of Services.

Service Level agreements will be subject to section 14.1 force majeure contained within Thrive General Terms and Conditions. Service Credits will not be invoked in the event defined within force majeure including: war, strike, riot, crime, act of God etc.

Service Delivery Management Reporting

Clients will be provided with a customised report by the 2nd day of each month including the following elements for the preceding month.

- Mailbox protection report – Displays all mailboxes in your environment and which ones are protected and un-protected.
- Storage consumption report – Displays a breakdown of storage used within your repositories including daily change.
- License Overview report – Displays a breakdown of licensed users.

Reviews

Clients will be provided with an optional, remote quarterly review with a service delivery manager. Logistics to be agreed at the start of a contract.

MACD (Moves, Adds, Changes, and Deletions)

Included MACD (Moves, Adds, Changes & Deletions) are defined as per the following table:

MACD
Additional restore request over and above the inclusive limit
Changes to backup schedules & retention policies*

*May incur additional service costs, restrictions may apply in line with service contract.

Thrive can carry out any of the tasks below, above the inclusive rate, for an additional charge. Additional MACD requests are available in batches of 10 charged at £75 per batch. Written authorisation will be required to carry this out. The payment for this will be added to the next monthly invoice.

The below table defines the MACD service level target:

Definition	Priority	Receipt Confirmation	Engineering Response	Request Fulfilment
Restore MACD	2	15 minutes	≤ 2 hours*	Variable**
Other MACD's	4	30 minutes	2 Working Days	5 Working Days
Service Cover Period	09:00 to 17:00 Monday to Friday (excluding public holidays).			

*In line with data restore commencement SLA 9-5.30 Mon-Fri (≤ 4 hours for non-core business hours)

**Dependant on size and type of restore

7 Nimbus Options

To complement the Nimbus Data Recover for Office 365 Service, Thrive have available and recommend the following:

Nimbus Virtual – Infrastructure-as-a-Service cloud hosting, delivered from Thrive’s UK base tier 3+ datacentre.

Nimbus Virtual Site Recover Premium – Continuous based replication, geo-redundant copies of running virtual servers to Thrive’s secondary data centre for increased resilience for critical servers and applications.

Nimbus Virtual Site Recover Standard – Schedule based replication, geo-redundant copies of running virtual servers to Thrive’s secondary data centre for increased resilience for critical servers and applications.

Nimbus Veeam Cloud Connect - Secure cloud repository service, providing simple and cost-effective off-site backup.

Nimbus Data Recover - Managed server and application level item recovery from backups stored to our data centres.

Microsoft Operating System and Application Support - Monthly updates, security patches, service and performance monitoring for Microsoft operating systems.

Business Operations

Billing

How Do I Receive My Bill?

All invoices will be sent monthly in arrears for the service, the logistics for the delivery will be agreed at the commencement of the contract.

Renewal

How Do I Renew an Existing Service?

Within 3 months of the end of your existing contract term, Thrive will re-engage with you to confirm continuation of the service.

Termination

How Do I Exit the Service?

The following process describes the standard zero cost Nimbus Data Recover for Office 365 exit process.

- Customer gives Thrive 90 days’ notice of intention to exit the service.
- On request, Thrive will make the data available for retrieval by the customer*.

- Once the termination period is reached, any remaining data held within the storage repository will be securely erased by Thrive.

Continuous Service Improvement

Service Annual Review

Within 3 months of the end of your existing contract term, Thrive will re-engage with you to confirm continuation of the service.

FAQ

What Is Included in Standard Set Up?

- An optional Webex based kick-off meeting to validate client information and to define setup criteria
- Service Provisioning, including set up of backup jobs, schedules, retention etc. See section 5.3

How Am I Notified on Back Up Successes and Failures?

Backups can fail for multiple reasons. Thrive provides a managed backup service. Therefore, Thrive will investigate all warnings and errors for all backup sets.

A ticket will be raised when a backup has failed and will remain open until a successful backup has been achieved.

Is My Data Secure?

To protect sensitive data of your Online Microsoft organisations, the service encrypts the password of every organisation added to the scope according to the following in line with Thrive's security information policy as part of BS27001:

- Encryption is based upon using the machine key generated under the Local System account under which the backup service is running.
- An encrypted key is stored in the configuration database on the management server and replicated to backup proxy servers responsible for processing associated organisations.
- An encrypted password can only be decrypted by the Local System account.

Is My Data Secure?

Thrive can provide a range of different retention policies to match your requirements. Retention policies are tied to cloud storage repositories. All jobs targeting the storage repository will receive the same retention policy.

The following retention policies are available:

- 1 year
- 2 years
- 3 years
- 5 years
- 7 years
- 10 years
- 25 years
- Keep forever
- Specified number of days

Can I Change My Retention Policy?

Yes, however please note that changing the retention policy is a global change. If this is not what is desired, Thrive recommend additional backup repositories and jobs be added with the required retention period set.

How Do You Get Access to Our Office 365 Organisation to Take Back Ups? Do We Need To Make You A Global Admin?

No, not necessarily. Previously it was necessary that a global admin account was required. Now with, modern authentication available, access can be granted via a shared secret method. Please liaise with our design team to understand more.

What Items Can You Back Up As Part Of The Service?

The service can protect the following Office 365 resources:

- Exchange Online
 - User mailboxes
 - Archive Mailboxes
- OneDrive for Business
- SharePoint Online
 - Sites

- Individual documents
- Individual libraries
- Microsoft Teams
 - Group level
 - Site level

What Restore Options Are Available?

The following restore options are available:

Exchange Online

- Restore back to original mailbox
- Restore to alternative mailbox
- Export to PST
- Export as a msg file
- Send (as a new email) to an exchange recipient in your organisation
- Send (as a new email) to an email recipient outside your organisation
- Compare and Restore

SharePoint Online

- Restore site/library back to original location
- Email object as attachment
- Save object as a file
- Save objects as a zip
- Restore object to a previous version

OneDrive for Business

- Restore entire OneDrive
- Copy entire OneDrive to another user
- Save entire OneDrive as a zip
- Send OneDrive contents to a specified recipient
- Restore OneNote notes

MS Teams

- Restore site back to original location
- Restore groups back to original location

Can I Self Restore?

No, at present Thrive offer a fully managed service. Providing self-restore is currently road-mapped as part of our commitment for continual service improvement.

How Do I Request A Restore?

Restore requests are made by contacting our TAC. To help facilitate your restore as quickly as possible, you will be asked to fill in a restore request form detailing what is required to be restored, the date and type of restore.

How Many Restore Requests Can I Make?

Restore request allowances are based on the number of purchased backup licences active on the service. The below table details the inclusive restore requests as part of the service:

License Count	Included Restores	Period
1-50	2	Per Month
50-250	5	Per Month
250-1000	15	Per Month
1000+	15 per 1000	Per Month

Additional MACD requests are available in batches of 10 charged at £75 per batch.

I Have a Contract Agreement but the Number of Licenses I Require Has Changed, Can I Change My License Commitment?

Yes, Thrive offers a flexible license plan which allows you to increase your license commitment by 100% and decrease by 20% without contract re-negotiation. Alterations outside of these parameters will require engagement with your account management team.

