



SERVICE DESCRIPTION

**Nimbus Site
Recover**

RESTRICTIONS ON DISCLOSURE

Information contained and built within this services description remains the property of Thrive 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.

SERVICE SUMMARY

Nimbus Site Recover is Thrive's Disaster Recover as a Service (DRaaS) offering that provides one or more of the following options for either on-premises or Nimbus Virtual hosted infrastructure:

Option 1: This option delivers a fully managed, continuous-replication DR solution protecting your critical *on-premises* VMware/Hyper-V virtual servers. This option, powered by Zerto, is referred to as ***Nimbus Site Recover Premium***.

Option 2: This option delivers a schedule-based replication DR solution protecting your less time critical *on-premises* VMware virtual servers. This option, powered by Veeam, is referred to as ***Nimbus Site Recover Standard***.

Option 3: This option delivers a fully managed, continuous-replication DR solution protecting your critical *Nimbus Virtual* servers. This option, powered by Zerto, is referred to as ***Nimbus Virtual Site Recover Premium***.

Option 4: The options delivers a fully managed schedule-based replication DR solution protecting your less time critical *Nimbus Virtual* servers. This option, powered by Veeam, is referred to as ***Nimbus Virtual Site Recover Standard***.

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

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

SERVICE DEFINITION

Nimbus Site Recover is a Disaster Recovery as a Service solution that delivers secure and reliable protection of workloads located either on a customer's premises or Nimbus Virtual hosted infrastructure.

For customers who require protection of on-premises VM workloads: *

Option 1: Nimbus Site Recover Premium

Nimbus Site Recover Premium provides a fully managed disaster recovery service offering continuous-based replication of critical *on-premises* VMware/Hyper-V virtual servers

This service provides monitoring, support and maintenance of the service to ensure that should you require it, your critical servers are available for recovery to Thrive's datacentre when required.

Invocation of this service is available 24/7 and managed by Thrive. This process is initiated by the customer and validated via a defined procedure.

Option 2: Nimbus Site Recover Standard

Nimbus Site Recover Standard delivers schedule-based replication protection of your less time critical *on-premises* VMware virtual servers.

This service provides monitoring, support and maintenance of the recovery infrastructure to ensure that should you need it, the service will be available for recovery of your protected servers to Thrive's datacentre facilities when required.

Invocation of this service is available 24/7 and is either self-managed via Thrive's availability console or managed by Thrive (dependant on purchased option).

*On-premises can be any VM workload under the management control of the customer, for example equipment in a co-location centre.

For customers who require protection of Nimbus Virtual hosted workloads: *

Option 3: Nimbus Virtual Site Recover Premium

Nimbus Virtual Site Recover Premium provides a fully managed disaster recovery service offering continuous-replication of critical *Nimbus Virtual* hosted servers.

This service provides monitoring, support and maintenance of the service to ensure that should you require it, your critical servers are available for recovery to Thrive's disaster recovery datacentre facility when required.

Invocation of this service is available 24/7 and managed by Thrive. This process is initiated by Thrive and validated via a defined procedure.

Option 4: Nimbus Virtual Site Recover Standard

Nimbus Virtual Site Recover Standard delivers a fully managed disaster recovery service offering schedule-based replication of your less time critical *Nimbus Virtual* hosted servers.

This service provides day to day monitoring, support and maintenance of the recovery infrastructure to ensure that should you need it, the service will be available for recovery of your protected servers to Thrive's disaster recovery datacentre facility when required.

Invocation of this service is available 24/7 and is managed by Thrive. This process is initiated by Thrive and validated via a defined procedure.

*Nimbus Virtual refers to servers hosted under Thrive's Nimbus Virtual service under the management and control of Thrive

These services, once provisioned, will provide assurance that compute, storage and connectivity resources are readily available for use upon DR invocation.

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 (Inbound replication traffic)

This component provides connectivity related to the service and is dependent on the service option being delivered:

Option 1: Nimbus Site Recover Premium

- Connectivity between on-premises location and Thrive's datacentre facilities either:
 - Internet based site to site IPSEC VPN connection*
 - MPLS/SD WAN

*On-premises internet connectivity is typically provided by the customer; however, Thrive can supply this if required

Option 2: Nimbus Site Recover Standard

- Connectivity between on-premises location and Thrive's datacentre facilities either:
 - Internet based
 - MPLS/SD WAN
- WAN Acceleration* (optional)
- Cloud Gateways

*Veeam Enterprise or Greater licensing required

Option 3: Nimbus Virtual Site Recover Premium

- Resilient DCI connection between the Thrive primary and secondary datacentres for the purpose of delivering a replicated copy of production workloads.

Option 4: Nimbus Virtual Site Recover Standard

- Resilient DCI connection between the Thrive primary and secondary datacentres for the purpose of delivering a replicated copy of production workloads.

Connectivity (DR access)

For all options, the connectivity and infrastructure required to access invoked workloads will be dependent on the individual design and dealt with on a case by case basis at the on-boarding design phase.

Storage

This component provides hybrid storage for replicated workloads. The amount of storage required will be dependent on the option(s) taken and fully designed by Thrive's technical team.

Licensing

This component provides any relevant Zerto or Veeam licensing required to deliver the service. Multiple licensing options are available and will be determined based on individual design. Considerations will be taken around perpetual 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 and order.

What am I ordering?

Depending on the option(s) selected:

Option 1: Nimbus Site Recover Premium

A fully managed disaster recovery service using Zerto Virtual Replication to protect critical VM workloads located *outside* Thrive's Nimbus Virtual Cloud infrastructure. The standard offering comprises of the following elements:

- On-premises Zerto software deployment and configuration,
- Cloud connector deployment at Thrive's datacentre facilities,
- Virtual Protection Group (VPG) creation*,
- Compute and storage reservation within Thrive's datacentre facilities,
- Service reporting,
- Replication monitoring & alerting**,
- Scheduled DR readiness failover testing***,
- Invocation process and handover training,

*Data seeding service available at an additional cost

**notification on error which will be internally reviewed and may result in an open service ticket.

***Service includes 1 DR readiness failover testing per annum (customer will be required to schedule with Thrive). Additional DR tests can be included as a chargeable option up to a maximum of 4 per annum.

Option 2: Nimbus Site Recover Standard

A disaster recovery service using Veeam Replication to protect less time critical VM workloads located *outside* Thrive's Nimbus Virtual Cloud infrastructure. The standard offering comprises of the following elements:

- On-Premises Veeam software deployment and configuration (optional),
- Replication job creation (optional)*,
- Replication job scheduling (optional),
- Compute and storage reservation within Thrive's datacentre facilities,
- Replication job monitoring & alerting (optional)**,
- Service reporting,
- Scheduled DR readiness failover testing***,
- Invocation process and handover training (optional),

*Data seeding service available at an additional cost

** notification on error which will be internally reviewed and may result in an open service ticket.

***Service includes 1 DR readiness failover testing per annum (customer will be required to schedule with Thrive). Additional DR tests can be included as a chargeable option up to a maximum of 4 per annum.

Option 3: Nimbus Virtual Site Recover Premium

A fully managed disaster recovery service using Zerto Virtual Replication to protect critical VM workloads located *inside* Thrive's Nimbus Virtual Cloud infrastructure. The standard offering comprises of the following elements.

- Zerto software configuration,
- Virtual Protection Group (VPG) creation,
- Compute and storage reservation within Thrive's site recovery datacentre facilities,
- Service reporting,
- Replication monitoring & alerting*,

- Scheduled DR readiness failover testing**,
- Invocation process and handover training,

* notification on error which will be internally reviewed and may result in an open service ticket.

**Service includes 1 DR readiness failover testing per annum (customer will be required to schedule with Thrive). Additional DR tests can be included as a chargeable option up to a maximum of 4 per annum.

Option 4: Nimbus Virtual Site Recover Standard

A disaster recovery service using Veeam Replication to protect less time critical VM workloads located *inside* Thrive's Nimbus Virtual Cloud infrastructure. The standard offering comprises of the following elements:

- Veeam software configuration,
- Replication job creation,
- Replication job scheduling,
- Compute and storage reservation within Thrive's site recovery datacentre facilities,
- Replication job monitoring & alerting*,
- Service reporting,
- Scheduled DR readiness failover testing**

* notification on error which will be internally reviewed and may result in an open service ticket.

**Service includes 1 DR readiness failover testing per annum (customer will be required to schedule with Thrive). Additional DR tests can be included as a chargeable option up to a maximum of 4 per annum.

How do I get setup 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 | Option |
|--|-----------------|-------------------|----------|
| Zerto software install/config | Yes | Thrive | 1,3 |
| Veeam software install | Optional | Thrive / Customer | 2 |
| Veeam software config | Yes | Thrive | 2,4 |
| To determine replication selections. Agreed at contract start point then amended via change control request | Yes | Customer | 1,3,4 |
| <i>To determine replication selections. Agreed at contract start point then amended via change control request</i> | <i>Optional</i> | <i>Customer</i> | <i>2</i> |
| Definition of schedule per replication job. To be agreed at contract start | Yes | Customer | 4 |

| | | | |
|--|-----------------|--------------------------|---------|
| point then amended via change control request. | | | |
| <i>Definition of schedule per replication job. To be agreed at contract start point then amended via change control request.</i> | <i>Optional</i> | <i>Customer</i> | 2 |
| Definition of retention policy and RPO. To be agreed at contract start point then amended via change control request. | Yes | Customer | 1,3,4 |
| <i>Definition of retention policy and RPO. To be agreed at contract start point then amended via change control request.</i> | <i>Optional</i> | <i>Customer</i> | 2 |
| To schedule replication jobs in line with agreed requirements. | Yes | Thrive | 4 |
| <i>To schedule replication jobs in line with agreed requirements.</i> | <i>Optional</i> | <i>Thrive / Customer</i> | 2 |
| To provide scheduled reports of replication success/failures. | Yes | Thrive | 1,3,4 |
| <i>To provide scheduled reports of replication success/failures.</i> | <i>Optional</i> | <i>Thrive</i> | 2 |
| To notify service provider of any application, server or other relevant configuration issue that may cause replication jobs to fail or not complete successfully | Yes | Customer* | 1,2,3,4 |
| To notify the customer of any planned maintenance that could impact the service. | Yes | Thrive / Customer | 1,2,3,4 |
| To request DR readiness test | Yes | Customer | 1,2,3,4 |
| To request DR invocation | Yes | Customer | 1 |
| <i>To request DR invocation</i> | <i>Optional</i> | <i>Customer</i> | 2 |
| To invoke DR failover | Yes | Thrive | 1,3,4 |
| <i>To invoke DR failover</i> | <i>Optional</i> | <i>Thrive / Customer</i> | 2 |

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

How do I access the service?

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

Access to the service is dependent on the option(s) purchased:

Option 1: Nimbus Site Recover Premium

Option 3: Nimbus Virtual Site Recover Premium

Option 4: Nimbus Virtual Site Recover Standard

All the above options are only available as a fully managed service, therefore direct access is not provided until after the point of invocation, should this occur.

Option 2: Nimbus Site Recover Standard

The above option is available as both a managed or unmanaged service. Direct access to the managed service option is not provided until after the point of invocation, should this occur. Access to the unmanaged service option is available via your Veeam Backup & Replication console or via Thrive's availability console (see FAQ section 10.5).

SERVICE DELIVERY

Service Availability

The service is available 24 x 7 x 365*.

*Excluding planned maintenance work. Planned maintenance work is any type of maintenance work that is not performed in response of a Problem or Incident reported by the Customer.

Where planned maintenance work is required, Thrive will provide a minimum notice of 14 calendar days.

In the event of urgent or immediate maintenance being required, Thrive may be unable to provide notice of 14 calendar days. In these circumstances, Thrive will seek to provide reasonable notice. This could be less than 24 hours, but Thrive will seek to provide a minimum notice period of 48 hours.

Support Scenarios

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

Thrive manages Problems, Incidents, Service Requests and Change Requests according to the ITIL framework.

Each call raised will be classified in advance of fault being assigned to the appropriate resource.

Below we have provided call definitions and priorities for incidents. These include our response times, and responsibilities.

These targets, while not contractual, ensure that Thrive strive to resolve incidents in a prompt and timely manner.

| Priority | Receipt Confirmation | Engineering Response | Mean Time to Resolve Target |
|----------|----------------------|----------------------|-----------------------------|
| 1 | 15 minutes | 30 minutes | 2 hours |
| 2 | 15 minutes | 30 minutes | 4 hours |
| 3 | 30 minutes | 2 hours | 8 hours |

| Incident Priority | Thrive Responsibility | Customer Responsibility | Examples |
|-----------------------|--|---|---|
| Priority 1 - Critical | Resource dedicated until resolution or a workaround has been implemented under emergency change. | Customer must align a resource for the duration of P1 outage. Provide all necessary remote access and support Provide assistance around internal | Severely impacting or total loss of service. |
| Priority 2 - High | Resource dedicated until resolution or a workaround has been implemented under emergency change. | Customer must align a resource for the duration of P2 outage. Provide all necessary remote access and support Provide assistance around internal | Problems affecting part of the service being provided |
| Priority 3 - Medium | Resources available during TAC operational hours to support outage. | Support will be required on an ad-hoc basis including remote access and any internal process requirements | Service affecting but not of a serious nature |

Problem Management

The objective of problem management as deployed by Thrive is to diagnose the root cause of incidents as required by incident management. Problem management is provided during TAC operational hours. It is also deployed to ensure that there are appropriate control processes in place to implement permanent fixes; these control processes include change management.

As part of our service in support of operations we maintain an in-house developed problem register which is managed by our problem management function. Problem management is responsible for the identification, management and resolution of all identified problems throughout the duration of its lifecycle.

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

| Scenario | Supported by default | Coverage | Type | Option |
|-----------------------------------|----------------------|------------------------|------------------------|----------|
| Replication failure/issues | Yes | 24/7/365 | Incident | 1,2,3,4 |
| DR invocation request | Yes | 24/7/365 | Service Request | 1 |
| <i>DR invocation request</i> | <i>Optional</i> | <i>24/7/365</i> | <i>Service Request</i> | <i>2</i> |
| Reporting not working as expected | Yes | 9-5.30 Mon-Fri* | Incident | 1,2,3,4 |
| Job creation/modification | Yes | 9-5.30 Mon-Fri* | Service Request | 1,3,4 |
| <i>Job creation/modification</i> | <i>Optional</i> | <i>9-5.30 Mon-Fri*</i> | <i>Service Request</i> | <i>2</i> |

*Excluding England and Wales public holidays

Service Level and Key Performance Indicators

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

The service levels for this service are based upon the recovery time objective for the option selected. This is defined as the maximum time for server recovery from the point of a validated invocation event.

For options 1 & 2, this relates to a failure in a customer managed environment not running in Thrive's Nimbus platform. In this instance the customer nominated contacts have a process to call Thrive and deliver a pre-determined validation to invoke.

For options 3 & 4, this relates to a failure of the Thrive Nimbus platform and the decision is taken as a part of the Thrive Major Incident Management team, which includes notification to customers.

| Description | Option 1 | Option 2 | Option 3 | Option 4 |
|-------------------------|----------|----------|----------|----------|
| Recovery Time Objective | ≤2 Hours | ≤4 Hours | ≤2 Hours | ≤4 Hours |

Recovery Time Objective – Service credits

The following Service Level and Service Credits are applicable in respect of the number of minutes in a calendar month the virtual datacentre is unavailable:

| Service Credits | Option 1,3 | Option 2,4 |
|-----------------|------------|------------|
| 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 |

Notes

The minutes that the virtual datacentre is unavailable each month do not need to occur consecutively in order to give rise to service credits.

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. For clarity if the customer has elected for a resilient connectivity service as part of the Nimbus Service, any Service Credits due for unavailability of the connectivity services will apply to the Price Payable in a calendar month for the complete Nimbus Service.

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 be set off against the Client's next monthly invoice. If the Service Credits relate to the final months of the Contract, the credit note will be paid within 30 days of receiving a valid claim for Service Credits of the Client.

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 monthly reporting including the following elements for the preceding month:

- A report displaying service performance against internal KPIs

Specific Option Reporting

| Report Name | Description | Applies To |
|----------------|--|-------------|
| Network Report | This reports shows the network performance between customer sites and Thrive for the preceding month including throughput, IOPS and compression rate | Option 1, 2 |
| RPO Report | This report shows the RPO history for the preceding month on a VPG by VPG basis | Option 1, 2 |

Any service anomalies displayed in the reporting will be handled appropriately depending on severity and discussed with your service delivery manager within your service delivery review(s)

Reviews

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

MACD (Moves, Adds, Changes & Deletions)

No MACD's are required or available for this service.

NIMBUS OPTIONS

To complement the Nimbus Site Recover 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 Data Recover - Server and application level item recovery from backups stored within our data centres.

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

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

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 12 months of the end of your existing contract term, our design consultants will re-engage with you to help confirm the design and right-size the service to match your requirements and budget. The information gathered will be used to create a formal renewal quote, which may lead to a new order.

Termination

How do I exit the service?

The following process describes the standard zero cost exit process for all Nimbus Site Recover options:

- Customer gives Thrive 90 days' notice of intention to exit the service
- Once the termination period is reached, Thrive will shut down all service components and securely erase all replication data located within the disaster recovery datacentre.
- Thrive will notify the customer on completion of the above point.

CONTINUOUS SERVICE IMPROVEMENT

Service Annual Review

Review of the service will be conducted annually. The service owner is accountable for initiating this review and managing and initiating continuous improvement opportunities through to a successful conclusion.

FAQ

What is included in standard setup?

- A WebEx based kick-off meeting to validate client information and to define setup criteria
- Service Provisioning, including set up of replication components (if applicable) See section 5.3

How am I notified on service impacting events?

Potentially service impacting event notifications will be monitored by Thrive's TAC and investigated internally to determine the severity of the issue. If the issue is deemed "service impacting", regular notifications will be sent in the form of an email for the service ticket opened on your behalf by the Thrive TAC team.

How are service tickets raised for service impacting events?

Service tickets are raised via the Thrive service desk. These tickets can be raised by either party. Details of how to raise a ticket is available in the customer guide which forms part of the welcome pack.

Is my data secure?

Yes, data is secured in transit using standard SSL/TLS, IPSEC methods depending on the option chosen. All data replicated to Thrive is housed in Thrive's secure Tier 3 datacentre facility accredited with ISO27001, ISO9001 & BS10012.

What is Thrive's Availability Console?

Thrive's availability console is a web portal for centralised management and monitoring of data protection operations and services. From this console you can perform a number of monitoring and management tasks related to the service.