SERVICE DESCRIPTION

Nimbus Veeam Cloud Connect

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 Veeam Cloud Connect (VCC) is Thrive's secure cloud repository service which provides a very simple and cost-effective way of providing offsite backup to users of Veeam Backup and Replication, without the need to invest in expensive infrastructure.

Thrive provide the off-site cloud and storage needed to be able to use the existing functionality within Veeam Backup and Replication to provide an off premises backup copy at Thrive's Tier 3+ Data Centre.

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 Veeam Cloud Connect is a cloud based off-premises backup repository, for use by a customer to store their off-site backups to. This service consists of the following products hosted in our Tier 3+ Data Centre:

- Cloud Storage Repository,
- Cloud Gateway,
- WAN Accelerator (Optional*),
- Veeam Cloud Connect Portal.

*Veeam Enterprise or Greater licensing required, reduces bandwidth consumption & transmission of redundant data.

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 the connectivity into the physical datacentre for accessing the service along with complementing elements. These include:

- Thrive Resilient Internet Connectivity,
- Cloud Gateways,
- WAN Acceleration*,

*Veeam Enterprise or Greater licensing required

Cloud Repository Storage

This component provides a cloud storage repository used for storing Veeam based backup data.

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?

As part of the service you will receive an amount of cloud repository capacity which includes a set number of VM/Computer instances, to be used for Veeam backup storage off-site. This will be agreed as part of the design phase.

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
Account creation	Yes	Thrive
Cloud repository provision	Yes	Thrive
Connection to the service	Yes	Customer /Thrive
Web Portal configuration	Yes	Thrive
Creation of Veeam backup jobs	No	Customer
Service Handover	Yes	Thrive / Customer

How do I access the service?

The service is accessed via your Veeam Backup & Replication server and consumed as a cloud backup repository. Access to statistical information is via the Thrive availability console (see FAQ section 10.7). A compatible version of Veeam Backup & Replication is required to access the service. Thrive can advise on compatibility.

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 detailed in the customer guide provided at the commencement of the service.

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

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

Scenario	Supported by default	Coverage	Type
Unable to access the cloud repository	Yes	24/7/365	Incident

Run out of repository capacity	No	9-5.30 Mon-Fri*	Service Request**
Self-service portal is down	Yes	24/7/365	Incident
Assistance with new job creation	No	N/A	Service Request**
Unable to log on to self-service portal (forgotten password)	Self-managed	9-5.30 Mon-Fri*	Service request
Unable to log on to self-service portal (other reason)	Yes	24/7/365	Incident
Poor Service Performance	Yes	24/7/365	Incident
Veeam Application Issues***	No	N/A	N/A

*Excluding England and Wales public holidays

**May incur additional charges

***Priced on request

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 the Cloud repository Availability. This is defined as the ability to connect to the repository for the purpose of backing up and restoring data

Description	SLA Target
Cloud Repository Availability	100%

Cloud Repository Availability – 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:

Cloud Repository Unavailability (per month)	Service Credits
0 to 60 minutes	10
60 to 120 minutes	15
120 to 180 minutes	20
Over 180 minutes	25

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 report by the 2nd working day of each month including the following elements for the preceding month.

- Number of users,
- Number of active users,
- Number of cloud repositories,
- Total quota,
- Used quota,
- Available space,
- VMs and Computers.

Reviews

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

Move Add Change Delete (MACD)

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

NIMBUS OPTIONS

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

Nimbus Site Recover Premium – Continuous based replication, geo-redundant copies of running virtual servers to Thrive's data centre for disaster recovery for critical servers and applications.

Nimbus Site Recover Standard – Schedule based replication, geo-redundant copies of running virtual servers to Thrive's data centre for disaster recovery for critical servers and applications.

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, leading to a contract.

Termination

How do I exit the service?

The following process describes the standard zero cost Nimbus VCC exit process:

- Customer gives Thrive 90 days' notice of intention to exit the server,

- Thrive advises the customer to start to remove their data from the cloud repository,

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

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?

- Service Provisioning, including:
    - Account creation,
    - Cloud repository provision,
    - Welcome pack (including portal logon details),
    - Reporting setup.

How does a customer transfer data to the service?

Once provisioned, data can be transferred by targeting the cloud repository located within Veeam B&R.

If data is required to be seeded, this would be a separate project and charged accordingly depending upon requirements.

What happens if I run out of cloud repository capacity?

There are two options available:

- Increase cloud repository capacity,
- Reduce the number of retention points on backup jobs to the cloud repository.

What happens if I exceed my VM/Computer quota?

There are two options available:

- Increase your VM/Computer quota,
- Reduce the number of VMs/Computers being backed up to the cloud repository.

How do I increase the cloud repository capacity?

This must be requested in writing and handled by the cloud operations team.

How do I increase my VM/Computer capacity?

Unlike cloud repository capacity, VM/Computer instances can be exceeded without Thrive involvement, however Thrive will notify you if you exceed your quota and this may result in increased overage charges.

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 tasks related to the service.