



BUDR Services - Datto

Table of Contents

- 1. Introduction 3
- 2. Product Summary..... 3
- 3. Product Options 3
- 4. Services Elements..... 3
- 5. Data and Security 4
- 6. Scope of Services..... 4
- 7. Vendor Escalations..... 5
- 8. Service Exclusions..... 5
- 9. Services available via retainer or hourly 5
- 10. Client Responsibilities 6

1.Introduction

In partnership with Datto, a leader in Backup, Disaster Recovery and business Continuity solutions, CDI is excited to offer our BUDR solution customized to meet the needs of our customers.

2. Product Summary

CDI Managed Services provides product options for permanently eliminating downtime, going beyond simple backup to deliver true business continuity. Our Backup as a Service (BUaaS) platform protects business data easily and affordably with a hybrid cloud solution focused on fast recovery. No matter what happens, CDI Managed BUaaS delivers the most aggressive Recovery Time Objective (RTO) of any solution available today.

Traditional backup and disaster recovery solutions require complex, dispersed systems that are expensive to purchase, configure, and maintain. CDI Managed BUaaS is a self-contained hybrid cloud solution designed for a managed service, making transition and platform management simple, intelligent and automated.

The CDI Backup and Disaster Recovery solution uses the cutting edge Datto Siris product line. BUDRs can be deployed on a purpose built Datto appliance, in a virtualized environment, or imaged for use on existing hardware. Business data can be backed up to a local device in real time and synchronized with the Datto Cloud, which provides geo-redundancy, data integrity and location-specific sovereignty.

3. Product Options

The following options are available to Managed Service customers for BUaaS:

Product Level	Device Storage Size	Data Location
CDI MS BUaaS Business	500GB to 3TB	Device, Cloud
CDI MS BUaaS Professional	1TB to 10TB	Device, Cloud
CDI MS BUaaS Enterprise	6TB to 60TB	Device, Cloud

4. Services Elements

CDI Managed Services works with customers to provide a customizable BUaaS solution to suit the needs of the organization:

- Backup to device: once a device is installed, it is configured to backup the data in a local fashion. Data will reside on the node within the customer datacenter or site

- Backup to cloud: layered on top of the device solution is an additional backup to the secure cloud. Using this method, a customer can benefit from increased data store as well as off-site data storage without the need for multiple datacenters
- Daily incremental backups: data is written to the device and cloud on a daily basis for any changes to the data store. Backups are conducted outside of business hours to provide least impact to the environment
- Customizable retention period: based on customer needs, archive data can be retained for a customizable period on the device or cloud to meet regulatory needs, policy or best practice.

5.Data and Security

The CDI MS BUaaS Cloud Platform is the most reliable and efficient way for end-users to back up their data securely and ensure that it is recoverable in any disaster scenario.

The Cloud Platform combines the best of a hybrid cloud solution with cutting edge technology to deliver the most feature rich, efficient, and lowest-TCO backup and continuity solution. On-prem servers are protected on local appliances and mirrored automatically to cloud storage, improving fault tolerance while reducing the reliance on bandwidth speed.

All data transmitted through the service remains confidential and wholly owned by the client. The Datto BUDR product line utilizes hybrid cloud technology to improve redundancy and give users greater protection for their systems and data. The BUDR appliance provides workstations and servers with local data protection. From there it is automatically and securely transmitted to the private, dedicated cloud, which provides remote data protection and Disaster Recovery as a Service (DRaaS) - all with a solution that can be installed and functionally protecting servers within minutes.

6.Scope of Services

CDI will manage and maintain devices to provide a seamless BUaaS service.

If the local backup appliance is provided by CDI Managed Services, CDI will provide parts and labor to replace or repair the equipment in the event of any service affecting damage, failure, limitations or manufacturer imperfections that may arise with the equipment due to normal use.

- Make the Datto Web-Portal available to Client
- Notification, via Datto Portal settings, to client of any Datto backup issues
- Initial setup and configuration of the local backup appliance and off-site retention/schemes as jointly agreed upon with Client

The exact scope and schedule of the services to be delivered will be represented within the **CDI Managed Service Order Form** .

7. Vendor Escalations

If the CDI Services team determines a configuration issue that relates to a 3rd party vendor, then CDI will contact the vendor's technical support team to resolve any issue. Under these conditions the following requirements take effect:

- ▶ The CDI SLO may be impacted by the terms of the SLO and contract that the customer has with the vendor's technical support organization
- ▶ CDI recommends that the customer maintain valid support contracts for the entire infrastructure managed by CDI
- ▶ CDI requires that the customer and/or customer to authorize CDI to act on their behalf when it interacts with the vendor tech support organization

8. Service Exclusions

The following are not included within the service, but can be provided by CDI Managed Services at current hourly rates:

- All restoration Services are provided on a best effort basis and billable at the current hourly rates unless specified in the service order form
- Unless specified, replication bandwidth is not included as part of the service
- Remediation of server, workstation or related client infrastructure related issues are not included in the base monthly fee.
- Unless otherwise covered by an additional and separate support agreement, the following list of services is not included in the Base Monthly Fee of this Service. Service may be provided by CDI Managed Services under Retainer or billed hourly at \$200/hr
- Setup of any replacement equipment required due to its damage, destruction, negligence, or theft.
- Installation and configuration of Service on Client provided hardware, appliance or storage
- The activation of any server devices in the event of a disaster – either local or remote
- Any and all restore operations – files, folder, systems, etc.
- All restoration or Disaster Recovery services are provided on a best effort basis.

9. Services available via retainer or hourly

- Client fully understands that CDI Managed Services offers support agreements, including an unlimited support program for a fixed monthly fee outside of this Service to cover the day to day support of backup and data protection.
- If Client elects not have a separate support Agreement, then Client agrees to pay for any and all time related to the support of this Service via a discounted pre-paid retainer or agrees to be billed hourly at \$200/hr as incurred.

10. Client Responsibilities

- Client will cooperate with CDI Managed Services in good faith and provide information and assistance as may be requested from time to time.
- Client is ultimately responsible for the integrity of the data backups, and as such, is responsible for reviewing daily backup logs and/or reports to ensure backups are completing successfully.
- If Client has chosen not to purchase a support Agreement outside of this Service, then client has full responsibility for remediation of any and all backup failures or problems.
- Client understands that there are many factors that impact data retention and replication settings. o CDI Managed Services recommends purchasing a local backup appliance with at least 2x the amount of usable storage as the size of the current backup.
- Data type and change rates may require even larger amounts of storage in order to accommodate even the lowest retention settings.
- Client understands that it is their sole responsibility to determine retention, backup and replication settings and further agrees to take full responsibility for choosing all of these settings to satisfy their requirements.
- If a larger unit is required to facilitate these needs, Client agrees to pay any and all additional expenses for the appropriately sized unit.
- If additional internet bandwidth is required to accomplish the replication needs, Client agrees to pay any and all charges associated with procuring the proper sized data circuit.
- Client understands that the number presented for the failover capacity for the local appliance is only an estimate. Actual results will vary.