

EMC Backup as a Service

Service Description

1. INTRODUCTION

Through a partnership with EMC, CDI Managed Services (CDI) is delivering innovative solutions for Backup as a Service (BaaS) supported by EMC's industry leading software and hardware technologies including: Avamar, Data Domain and NetWorker. These cost-effective solutions are customized to meet the needs of a variety of organizations, while providing room for growth and enhancement. IT professionals get the assurance they need, knowing that storage infrastructure and data are secure. CDI's robust and secure infrastructure ensures compliance as well as proper redundancy and high availability. All data is replicated in real-time to a CDI data center. From that point it can be replicated to an additional CDI data center. When it comes to uptime, CDI has built in multiple layers of redundancies. CDI's Data Centers are state-of-the-art, SSAE 16 Type-II compliant facilities with Tier-IV electrical infrastructure with utility feeds from separate sub-stations and fully redundant generator backups delivering mission critical power.

CDI's Backup as a Service Solutions are based on EMC's Avamar, Data Domain and NetWorker backup and recovery systems, combining market-leading deduplication with virtualization-integrated backup. Along with receiving the industry's fastest backup speeds, you get advanced VMware integration to drive higher levels of and protection of new and existing virtualized and physical environments.

- **EMC Avamar** - EMC Avamar delivers fast, backup and recovery through a complete software and hardware solution. Equipped with integrated variable-length deduplication technology, Avamar facilitates fast, daily full backups for virtual environments, remote offices, enterprise applications, network-attached storage (NAS) servers, and desktops/laptops.
- **EMC NetWorker** - EMC NetWorker backup and recovery software centralizes, automates, and accelerates data backup and recovery across your IT environment. NetWorker delivers record-breaking performance and a wide range of data protection options to safeguard your critical business data.
- **EMC Data Domain** - EMC Data Domain deduplication storage systems continue to revolutionize disk backup, archiving, and disaster recovery with high-speed, inline deduplication. Replace your tape backups with dependable disk storage while lowering costs.

2. SERVICES INCLUDED IN BASE MONTHLY FEE

CDI Managed Services provides the following services via its EMC-Based Backup System and its Network Operations Center (NOC) function:

- CDI's Secure, EMC-Based Backup system will serve as a replication target from the client's on-premise EMC-based backup system. Backup data will be stored on CDI's Secure, EMC-Based Backup system.
- The Client will be billed for allocated capacity on CDI's tenant EMC based backup system as defined on the Service Order Form.
- Capacity will be monitored and Client will be notified of a need to increase capacity when a capacity threshold of 70% of allocated capacity is reached.
- Upon client's approval of additional monthly fees, CDI will increase capacity to the newly authorized amount within 30 days of Client's approval
- If specified on the Service Order Form, the Service may include the use of EMC's Avamar, Networker, and Data Protection Advisor software.
- If specified on the Service Order Form, the Service may include the monitoring and management of Client backups and related restores.
- If specified on the Service Order Form, the Service may include equipment (owned by CDI) at the Client's premise.
- All retention policies and pricing structures are defined on the Service Order Form.
- Parts and labor to replace or repair the equipment included in CDI's EMC based backup system in the event of any service affecting damage, failure, limitations or manufacturer imperfections that may arise with the equipment due to normal use.
- Monitoring the systems for equipment malfunctions.

3. SERVICES NOT INCLUDED IN BASE MONTHLY FEE

The following list of services are not included in the Base Monthly Fee but can be provided by CDI Managed Services at then current hourly rates:

- All restoration services are provided on a best effort basis and billable at then current hourly rates unless otherwise specified on the Service Order Form.
- Unless otherwise specified on the Service Order Form, replication bandwidth is not included.
- Remediation of server or other Client infrastructure related issues are not included in the base monthly fee

4. DATA AND SECURITY

All data transmitted through the Service shall remain the property of the Client. All data pertaining to Client processed by or stored in CDI Managed Services' systems shall be kept confidential and shall be and remain the property of Client and CDI Managed Services shall provide Client with reasonable access to any of such data. Promptly after the termination or expiration of this service and the payment to CDI Managed Services of all sums due and owing, CDI Managed Services will, upon request, return to Client all of Client's information, data, and files as might be deemed

necessary in CDI Managed Services' then-standard format and media at the current hourly rates. During the Term hereof, CDI Managed Services shall exercise reasonable care for the protection of such data. At any time after 30 days from the date of termination, CDI Managed Services may terminate or destroy any data not returned to Client.

5. SERVICE LEVEL AGREEMENTS

Service Level Agreements are defined on the Service Order Form

6. SERVICES AVAILABLE VIA RETAINER

Client fully understands that CDI Managed Services offers support options including an unlimited support program for a fixed monthly fee whereby the burden of performance rests solely upon CDI Managed Services. Said support options can be used to cover any services not included in this Service Description.

7. 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.