

## Cobweb Cloud Backup Service Description

Cobweb Cloud Backup powered by Acronis is a comprehensive, yet simple, flexible and cost-effective Cloud Backup solution.

Cloud Backup enables any business to backup servers, physical workstations, complete hard disk images and any other file based system. This is all backed up to a secure Tier IV and SSAE 16 certified UK-based datacentre.

### 1. Key Benefits

#### For you:

- Solves data protection needs quickly
- Aids business continuity with complete backup and quick and easy restoration
- 24/7 365 UK support
- Protect your IT infrastructure
- Recover anything from an individual file to an entire server with ease
- Restore systems to different hardware without worrying about compatibilities
- Smart backup features reduce network consumption, storage costs and impact during business hours

#### For your users:

- Ease of use
- Easy recovery through portal
- All files are protected from data loss
- Recover lost email
- Reassurance your data and system is backed up

### 2. Features and functionality

- Quickly restore backups to any machine, regardless of platform
- Restore files, configurations, applications, or an entire system to the same hardware, to different hardware, or to a virtual server
- Critical backup data can be encrypted with industry-standard 256-bit AES algorithm
- Data transmissions are performed over an SSL-encrypted channel by default
- File and disk image backup
- Deduplication can be run to minimise data movement and maximise utilisation of storage and network infrastructure
- Store your backups in our UK datacentre
- Combine local disks, attached storage, network storage, and/or cloud locations to minimize your storage costs and provide multiple recovery options
- Any-to-any migration – P2V, V2V, V2P, P2P
- Virtual VMware/Hyper-V/RHEV/Linux KVM/XenServer/Oracle/VM Servers

### 3. Supported platforms

#### Microsoft Windows

- Server 2012/2012 R2
- Server 2008/2008 R2
- Server 2003/2003 R2
- SBS 2003/2003 R2/2008/2011
- MultiPoint Server 2010/2011/2012
- Storage Server 2003/2008/2008 R2/2012/2012 R2
- 2000 SP4 SP4 Professional, Server and Advanced Server
- 8.1/8/7/Vista/XP SP2+

#### Linux

- Red Hat EL 5.x and 6.x
- Ubuntu 12.04 – 13.10
- Fedora 18 – 20
- SUSE SLES 10 and 11
- Debian 6 – 7.5
- CentOS 5.x and 6.x
- Oracle Linux 5.x and 6.x
- Any other x86/x64 Linux with kernel from 2.4.20 to 3.13 and glibc 2.3.2 or later

#### Virtual Hypervisors

- VMware vSphere (ESXi) 3.5r2, 4.0, 4.1, 5.0, 5.1, 5.5
- Microsoft Windows Server 2008/ 2008 R2/ 2012/ 2012 R2 with Hyper-V
- Microsoft Hyper-V Server
- 2008/2008 R2/2012/2012 R2
- Citrix XenServer
- Red Hat
- Enterprise Virtualisation 2.2, 3.0
- Linux KVM
- Oracle VM Server for x86

### 4. Administration

Administration is provided through the web-based “Cobweb Control Panel” self-care administration portal.

Functionality available to customer administrators through the “Cobweb Control Panel” includes:

- Add new users
- Edit existing users storage quota
- Disable user accounts
- Order additional services.

### 5. Service add-on options

Cloud Backup offers flexible storage limits. You are able to upgrade to a higher storage limit at an additional cost if you are reaching storage capacity on your existing package.

## **6. Security**

Cloud Backup ensures data is stored in Tier IV designed, SSAE 16 certified datacentres.

The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security. The high end storage equipment is located in a physically secured data centre for optimum business continuity and uptime of the service.

- The delivery of the Cloud Backup is controlled by our ISO27001 Information Security Management policies and procedures
- Cloud Backup service includes robust security technology, using 256-bit AES encryption, and SSL certificates to ensure data is optimally protected
- The network security at the data centre is enhanced by multiple resilient firewalls

## **7. Access Methods**

Access to Cloud Backup is available via the web-based client allows users to retrieve any backed up file from any internet connected PC. Users must provide their identification credentials and the user defined encryption key.

## **8. Service Term**

Cloud Backup has a minimum term of 12 months from the date the service is first activated.

## **9. Data Ownership**

Data is stored within Tier IV designed, SSAE 16 certified datacentres at all times and remains the property of the customer.

In the case of service termination, all customer data will be deleted from the live service infrastructure following the 30 day cancellation notice period. Cobweb takes no responsibility for the content of data uploaded.

## **10. Data Restore**

All backed up data can be easily restored from the web-based client. The actual restore times will depend on the speed of your connection.

## **11. Service Level Agreement**

The Cloud Backup platform is maintained to provide users with the best possible performance of the operated products. It can take up to 3 working days (exc. Weekends and Public Holidays) from delivery of the signed order form for this service to be activated.

The Service Level Agreement does not cover outages due to scheduled or emergency network and/or facility maintenance. We will endeavor to provide you with as much notice as possible for maintenance, however this is not always possible. When maintenance occurs, the message "maintenance in progress" will be broadcast to notify you. This SLA does not cover outages or

downtime where the internet from the user to the Cloud Backup platform is unavailable or where the cause is due to a loss of connection from the user or the user's service provider.

Severity level	Response time	Target Temporary solution	Permanent solution
Sev. 1	≤ 5 hours	≤ 1 day	15 business days
Sev. 2	≤ 5 hours	≤ 2 days	20 business days
Sev. 3	≤ 10 hours	≤ 3 days	30 days
Sev. 4	≤ 24 hours	n/a	Next release

Note: please refer to the service level agreement for definitions of severity levels

## 12. Standard Support

The service is supported 24/7 via the Email and Online Support Form for all severities and, in addition, by telephone for Severity 1 incidents.

- Severity 1 incidents, as defined by the Service Level Agreement, will be progressed 24/7
- Severity 2, 3 and 4 incidents will be progressed during core hours of business – including service set-up/configuration with 'Cobweb Control Panel' and billing support by telephone
- Access to administrator support is for two named company administrators per customer account
- Core Hours: 08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK public holidays

## 13. Administration

Administration is provided through the web-based "Control Panel" Self Care Administration Portal or via request to [support@cobweb.com](mailto:support@cobweb.com)