JT's CLOUD BACKUP offers businesses CONVENIENCE and world-class SECURITY

The following service description covers the different service levels offered for JT Cloud Backup Service. The agentless, tape-free backup service provides support for a local backup system onsite and automatically synchronises the daily backup data changes offsite to Channel Islands based Backup vaults. The service can be subscribed as Backup as a Service (BaaS) or BaaS fully managed.

Supported Versions

- JT Cloud Backup Service is based on Asigra v12.2 SP1 and supports Windows, Linux and VMWare local backup servers. Please see latest Support Matrix for all operating system versions supported.

Supported environments

JT Cloud Backup agentless DS Clients support the following popular environments. (Please see latest Support Matrix for all supported environments).

- Windows, Linux, Solaris, Macintosh, OS400, IOS and Andriod operating systems
- RDBMS including Oracle, IBM DB2, Sybase, Microsoft SQL server, MySQL, PostgreSQL, Microsoft SharePoint
- Messaging systems including Microsoft Exchange server, Lotus Domino/ Notes, GroupWise
- Virtual Machines, including VMWare, Hyper-V, XenServer
- Cloud to Cloud Backup services including Salesforce.com, Google Apps, IBM SmartCloud, Cisco Cloud Connector.

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Supported Setups

- Backup as a Service. The Offsite backup vault performance and initial provisioning and local administration training is provided, the customer is responsible for maintaining the backup set configuration once live, retention policy, monitoring the backup status, monitoring storage quota's and providing 1st line support
- BaaS fully managed. All elements of the service are provisioned and managed by JT
- Single local backup server: a single server with single or multiple JT clients (Windows, Linux or VMWare) with all the required administration access to manage backup across a single or multiple customer servers. Must contain sufficient CPU, memory and local storage resources
- Multiple local backup servers: standalone or grid configuration of multiple servers onsite managing high volumes of data across multiple customer servers. Must contain sufficient CPU, memory and local storage resources.

Not included

With the management of the JT Cloud Backup service BaaS, the following is not included.

- Provision of the local backup server(s) unless the fully managed service is subscribed
- Provision of the local backup server(s) operating systems and RDBMS unless the fully managed service is subscribed
- Monitoring of the backup status unless the fully managed service is subscribed.
- Monitoring of the storage quota's unless the fully managed service is subscribed
- 1st level support unless the fully managed service is subscribed

Tasks Associated with the Installation

When contracting the service, the following tasks are included in the annual fees:

1. License and installation of the JT Cloud Backup (Asigra) local backup server software
2. Configuration of the backup status alerts and storage quota alerts
3. Application of patches and fixes to the JT Cloud Backup software (Asigra) at the local backup server up to the latest level
4. Creation of the account at the vault and at the local backup server required for management
5. Configuration of initial backup sets and retention policies on each local backup server
6. Initial seed backup of a master backup set to removable media
7. Import of the seed backup on removable media into the customer account at the offsite backup vault
8. Confirmation that the daily changes are reliably synchronised offsite to the vault once the initial seed backup has been imported
9. Confirmation of the stored data value after de-duplication, compression and encryption of the backup data.

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Monitoring Configuration
The offsite backup vault is fully monitored on a 24x7x365 schedule. The local backup server(s) alerts will be emailed to the nominated IT representative at the customer, or to JT support desk personnel in a fully managed service.
The local backup server alerts that are configured by default and are monitored by the customer performing 1st level support are the following:

Monitor	Description	Warning Thresholds	Error Thresholds	Performance Information	Alert Resolution
Backup Status	Backup completed Successfully	N/A	N/A	N/A	Requires no action
Backup Status	Backup completed with errors	All errors and warnings listed	Description for all errors and warnings listed	Categorised as non-critical, backup can be recovered	1st level support to initially investigate
Backup	Backup	All errors	Description	Critical errors	Requires
Status	failed	and Warnings listed	for all errors and warnings listed	have meant backup could not complete	immediate investigation and cause to be resolved. May wish to re-run backup
Storage Quota	Set to alert prior and post storage threshold	Typically set from 70% of quota to 100%	Can suspend backup if over quota	Track growth to estimate when quota is exceeded	Requires investigation as quota is approached

In the fully managed service the alerts are monitored by JT as 1st level support. The escalation procedure our team can follow when escalating to the customer covers the following actions:

Escalation Task	Description	Included
Email message	Generation of an email message with the following information: • System that generated the alert • Configured Thresholds • Threshold that caused the error • Additional diagnostic information	✓
Phone call	Phone call to a defined number, notifying the customer about the error condition and all the background information around the alert	✓
Short Message	Sending of a Short Text Message with a summary of the incident	✓

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Client Request fulfilment
As part of the fully managed service, under a change control process the execution of the following type of requests is included:

Task	Description	Included	Limit
Installation of new backup clients	Creation encryption keys, installation and configuration of software, creation of backup sets and retention policy in the service	✓	–
Change of retention policy	Adjustment of retention to extend or reduce the period as applicable. This task also includes forcing the new retention policy through all the applicable backup data	✓	–
Restore of data from local backup server	Restore of a data from the local server. Within the subscribed support service level	✓	–
Restore of data from the offsite vault	Restore of data to removable media at the data centre and shipment of the media to a location of the customers choice for local recovery	✓	–
Backup window change	Change of the time of the day in which the backup is scheduled	✓	–
Test restore for verification of data	Test restore of files from the local backup server into either the original location or a secondary location for further verification	✓	–
Open support ticket with the software provider	In case there is an issue with the software and the customer requires a ticket to be opened we will be managing the communication between all parties and escalation as necessary	✓	–
License renewal process management	Management of the renewal of the support entitlement from the software provider, if available	✓	–

All these tasks are performed during business-hours. In case the customer requests out-of-business-hours implementation, the changes will need to planned with 24h in advance and may be chargeable depending on the Support Service subscribed.

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Backup vault maintenance tasks
Along the vault monitoring and client request fulfilment included within the service is a set of maintenance tasks. These are undertaken to ensure optimum performance of the service. The maintenance tasks include:

Task	Frequency	Description	Included	Comment
Hot Fix Review	As necesssary	Notification to the customer that he outstanding Hot Fixes that need to be applied to the Backup vault. Hot Fixes will usually be applied at the period of lowest use during a day, unless the Hot Fix is for a critical problem	✓	
Backup vault resources review	Daily	The vault comprises many critical resources including storage, databases, CPU and memory. We constantly review these resources to maintain performance and ensure the successful completion of synchronising remote backup jobs	✓	–
Vault administration	Daily	The vault automatically runs daily administration processes that ensure the reliability and performance of the vault. Review of the administration process is completed by our engineers	✓	–

Backup and Restore
An integral part of the fully service is management of the backup configuration and retention policy and to provide restore request fulfilment. The following tasks are included as part of the Cloud Backup service in a fully managed service:

Task	Description	Included	Limit
Service Backup implementation	When the service is initially provisioned, the configuration is synchronised offsite to the customers account in the vault. In the event that full reinstallation of the local backup server is required, all the configuration files can be restored	✓	
Restore of service configurations	Restore of service configuration from the offsite backup vault	✓	–

To find out more contact us at:

T **Jersey:** +44 (0) 1534 882 345
Guernsey: +44 (0) 1481 882 345
UK/International: +44 (0) 1534 882882
E business.solutions@jtglobal.com
W www.jtglobal.com/cloud

@jt_business JT Group Limited