



stadia
CONSULTING GROUP

G-Cloud Service Definition Document

Backup for Microsoft 365 & Office 365

November 2025

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1. Document Revision History

1.1 Version Control

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2. Contacts

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3. About Us

Stadia Consulting Group (Stadia) are industry experts with long standing experience of Security, Cloud & the Modern Workspace. Bringing together the skills that enable effective delivery of the multiple vendors who operate at this level. We offer agile services to allow your organisation to deploy your Security, Cloud & the Modern Workspace requirements. Enabling your IT strategy to fully deliver on its business requirements.

At Stadia we pride ourselves in the level of expertise we have within the consulting sector. Our technical and business consultancy services offerings encompass the high standards that have been set both by our consultants and the frameworks they operate within.

We bring together technology, resources, skills and ideas to achieve business objectives and deliver positive business benefits.

We follow various recognised methodical frameworks, including PRINCE2 and ITIL. Using our extensive knowledge and our diversified portfolio of offerings, we ensure that we can help deliver the business objectives of our clients. We are also proud to have been accredited with a number of UKAS ISO certifications, including, ISO 9001, ISO 14001 and ISO 27001. These in conjunction with our Security accreditations, including, Cyber Essentials and Cyber Essentials + ensure we are at the forefront of our sector.

Whether you're looking to outsource your business processes, IT services or internal projects, we ensure that we'll work with you to identify the areas that are needed to reach your business objectives. Our extensive knowledge and expertise ensure that you are able to focus on your objectives without having to worry about the delegated services.

Stadia consultants have worked with a number of enterprise organisations to help identify and relocate various business goals through the outsourcing process. We ensure that whilst undertaking the process there is no loss or delay in communication when the final goal is reached.

The following details the Service Level Agreement (SLA) for InSync, this may be superseded at any point with the online version, found at the following URL [Service Level Agreement \(SLA\) for InSync](#)

4. Cloud Services Availability

The Cloud Services will be available 24 hours per day, 7 days per week, excluding any scheduled maintenance as described below.

4.1 Category 1 - Scheduled Maintenance

InSync: A weekly scheduled maintenance period may be scheduled (i) in the case of InSync, every Saturday between **9:00AM UTC** to **3:00PM UTC**, and (ii) in the case of InSync GovCloud, every Friday between **5:00PM PT** to **11:30PM PT**, in each case, to perform system maintenance, backup, and upgrade functions for the Cloud Services. If scheduled maintenance is required outside of the scheduled maintenance period described above, Druva will notify Customer at least three (3) business days in advance.

4.2 Category 2 - Unscheduled Maintenance

Unscheduled maintenance may be required to resolve issues that are critical for Customer and/or performance of the Cloud Services. Druva will use its commercially reasonable efforts to notify Customer at least six (6) hours prior to the unscheduled maintenance.

5. Uptime and Service Credits

The following details the credits available to Customer in the event Cloud Services Availability falls below the indicated thresholds. A "Reporting Period" shall mean a calendar month.

Cloud Services Availability Credits	Credits
< 99.5% in one Reporting Period	5% of one (1) month of subscription fees
< 99% in one Reporting Period	10% of one (1) month of subscription fees

Additionally, if the Cloud Services Availability falls below 95% for three (3) consecutive Reporting Periods, Customer shall have the right to terminate this Agreement and such right must be exercised within ten (10) days of the end of such three (3) month period or Customer shall be deemed to have waived its termination right with respect to that particular three (3) month period.

6. Calculation of Cloud Services Availability

Cloud Services Availability = (Total Hours in Reporting Period - Unscheduled Maintenance which causes unavailability - Scheduled Maintenance) / (Total Hours in Reporting Period - Scheduled Maintenance) X 100%. The following shall be excluded when calculating Cloud Services Availability: (i) unavailability caused by force majeure; (ii) any problems resulting

from Customer combining or merging the Cloud Services with any hardware or software not supplied by Druva or not identified by Druva in writing as compatible with the Cloud Services; (iii) interruptions or delays in providing the Cloud Services resulting from telecommunications or Internet service provider failures; or (iv) any interruption or unavailability resulting from Customer's use of the Cloud Services in an unauthorized or unlawful manner or any interruption resulting from the misuse, improper use, alteration or damage of the Cloud Services.

7. Request for Credit for Cloud Services Availability

Any Customer request for a credit under this SLA may only be made on a calendar month basis and must be submitted within ten (10) days after the end of the relevant calendar month or shall be deemed to have been waived by Customer. For those periods at the end of a Term that do not coincide with the end of a calendar month, Customer must make a claim for a credit within ten (10) days after the expiration of the Term or the claim for credit shall be deemed to have been waived by Customer. The right to a credit and/or the right to terminate this Agreement under this SLA and this Agreement shall be the sole and exclusive remedy available to Customer in the event of unavailability of the Cloud Services and, under no circumstance, shall the unavailability of the Cloud Services be deemed a breach by Druva of its obligations under this Agreement.