

ACRONIS CYBER PROTECT CLOUD MANAGEMENT

A GCloud15 service designed for SMEs, managing
Acronis' suite of Cyber Security and Backup services.



Acronis

PLATINUM
SERVICE PROVIDER

About This Service

Acronis Cyber Protect is more than just backup, it's a unified platform that combines advanced cybersecurity, backup, disaster recovery, and endpoint management. Instead of juggling multiple tools, you get everything you need to protect your business from modern threats, all in one place.

Acronis Cyber Protect and Cyber Protect Cloud come with an intuitive web-based management console and a single deployment agent for endpoints. For endpoint services, once the agent is installed, all deployable services can simply be enabled and configured. For Cloud based protection, once they are connected to Acronis, it's equally easy to add functionality and control configuration.

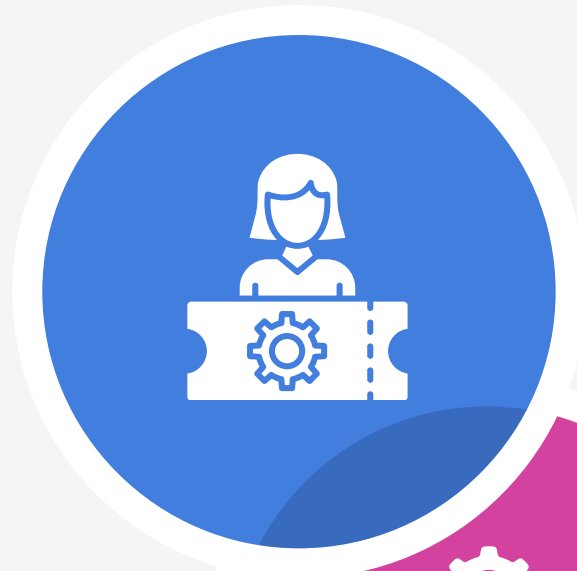
Whilst Acronis is designed to be simple and intuitive, making the best of it relies on experience. And as with any backup and security system, daily checks are crucial to avoid expanding gaps of coverage or developing threats.

Our service helps customers make the most out of the Acronis deployments by providing experienced management and support as well as direct access to the Vendor. Our trained and experienced support team will support your team in getting the best out of this excellent product.

BRIGHTNESS BEYOND CLOUD

Our aim is to support your team with day-to-day management of your Acronis deployment. Typically, this will be a mixture of support, change management and system deployments for new protection targets.

In addition, we can help you deliver Acronis based projects using our Support on Demand service listed separately in G Cloud 15.



1

**Experienced
remote
Support**

Our team is highly experienced with Acronis and completes mandatory technical training. We provide professional remote support via a web- and email-based ticketing system, capture customer-specific processes in our knowledge base, and use automated daily checks to respond to detected issues.



2

**Continuous,
proactive
Management**

Our team can handle requests for configuration changes, systems optimisation and deployment assistance. We will help you get the most out of your deployment and advise you as to the best way forward.



3

**Regular
Governance**

Once a month, a senior member our team will schedule a 30-minute call with your team to review your Acronis account and help you to get the best of it. This feedback ranges from discussing issues, to discussing optimisations or ways that Acronis can help you further.

About Our Team

Our established and settled team are aligned with typical concepts of service delivery, incidents, problems, changes, projects and strategy.

Most of our team are available remotely but some can be offered in-person. All these resources are experienced to different levels in Acronis and a range of common third-party systems. They are always delighted to assist where they can, and we encourage our team members to see each customer as unique.



Systems Engineers

2-4 years' experience spanning support and engineering tasks. They operate remotely and cover both infrastructure and end user topics. They can be allocated complex tasks to complete under direction.



Senior Systems Engineers

Qualified to Microsoft Azure Architect level but also cover end user systems. They deal with managing change, complex problem solving, DevOps and optimisation. They are capable of independent working and decision making.



Chief Technology Officer

Our Chief Technology Officer sets the highest standards of technical design, security and competence. They are available for strategy level discussions and planning as well as key decision-making activities.



Technical Managers

Expert level and primarily deal with complex project delivery, systems and service design and optimisation. They are capable and confident leaders and will engage in high level dialogue around customer needs.



Support Technicians

Our Support Technicians have 1-3 years' experience in remote and onsite support. They can work competently under clear direction and are very customer facing in their approach.

Service Scope

Our Acronis management service is designed to help you get the best from your Acronis products. As a lightweight, remote, 9-5 M-F service, we add a layer of experienced support between you and the vendor.

Security	Backups	Restore	DR	Solution design and consultancy
We do configure Acronis products to provide you with appropriate security and we will notify you of security incidents arising during our service hours.	We do configure your backup products to provide appropriate protection and check them daily for correct operation. We will notify you of any backup issues arising during service hours.	We will help you conduct data restores during service hours.	We will help you monitor your DR configuration and provide guidance on system configuration and operation during service hours.	During service hours you can discuss Acronis products and services in preparation for any major deployments. We can also engage technical staff directly from Acronis if needed.
Our service does not include managed incident response to Security, Backup, Restore and DR incidents (or DR Testing). In practice, if an incident happened during service hours, we would assist your team with their response. However this is not the same as true incident response services, where suppliers are expected to lead the response, and are typically 24x7 in nature.				We are happy to conduct systems deployment design and project managed services through our separate Support on Demand service in G Cloud

Subscriptions and Licensing

Our service fees do not include the cost of the Acronis product subscriptions and usage. We can supply these separately but not through G Cloud 15.

For us to provide our support and management services, you will need to designate us as your preferred Acronis supplier. This gives us access to your Acronis system, but it also means that we become the billing provider, so you will receive your Acronis invoices from us.

For new Acronis customers, you will be connected to us from day 1 if you deploy Acronis through us. Wherever possible we will match or improve upon the unit costs that you are paying for Acronis elsewhere. Our status with Acronis means that we have access to some of the best pricing in the UK.

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Deployments and Trials

For customers who do already have Acronis in place, we can provide our services as soon as you change your designated support partner to us (see previous page).

For customers who are new to Acronis, you may prefer to start with a trial period, which can then be converted to a live account. We offer free 30-day trials of Acronis, which includes 30 days free service from us, and 30 days free system usage. If you wish to let the trial become a Live account, you need only provide us with permission to bill you separately for the Acronis costs (we will require billing details and a purchase order). The service element is purchased through G Cloud 15. If you do not wish to proceed beyond a trial period, we simply need to remove any billable elements from your account.

Typically, customers start their trial with a small number of endpoints and/or SaaS elements like mailboxes. This means that costs start small and grow based on usage growth.

We do not charge for trial periods, or any set fee for system setup. We only charge for this service through G Cloud, and the Acronis system fees separately. There is no minimum or maximum deployment.

We do not charge for trial periods, or any set fee for system setup as trial periods are typically small in nature. We only charge for this service through G Cloud - Acronis system usage fees are invoiced separately by us outside of G Cloud 15. There is no minimum or maximum deployment.

Included and Not Included

It helps to know where you stand. We believe we offer a great value service, and where we can't include everything in a set fee, we make it simple – where possible, we include a bit of everything. And where there is a limit, there is a fair and open way of billing.

	Included	Additional Cost
Service tickets within service hours	Unlimited	n/a
Change request hours within service hours	4 hours per month	Via our Support on Demand service in GCloud
Installing agents on your endpoints*	Not included	Via our Support on Demand service in GCloud
Configuring connections between Acronis and other Cloud providers	Not included	Via our Support on Demand service in GCloud
Custom projects like data ingestion, legacy backup migrations, NAS to Acronis, Long term Archiving	Not included	Via our Support on Demand service in GCloud
DR Systems Setup	Not included	Via our Support on Demand service in GCloud
Annual DR Soft Test	Not included	Via our Support on Demand service in GCloud
Incident response service	Not included	Acronis offers a 24x7 managed security service at an additional cost
Acronis Subscriptions and Usage	Not included	These cannot be supplied by us through G Cloud but we are able to offer them directly

*agent installs are typically handled by customers as they own the endpoints. We do provide advice and guidance but hands on installs are not part of our service. We can offer resource as part of our Support on Demand service in GCloud 15

Service Hours

Our Acronis Cyber Protect Management service is available in normal UK business hours, 9am to 530pm Monday to Friday, not including UK Public Holidays.

Our team are staffed and available for extended service hours for additional fees on request. Tickets can be logged by email and web at any time, but service response happens only within service hours.

Standard Hours	Extended Service Hours	Follow the Sun
9am to 530pm Monday to Friday Not including UK Public Holidays	8am to 10pm 7 Days Including UK Public Holidays	24×7 support: Available on request.
Included in standard fees	50% premium added to standard fees	Pricing subject to agreement at Call-Off.

Note: Extended hours and Follow the Sun will only be possible for medium to large accounts, or those that are likely to grow. These services are subject to agreement at Call-Off.

Pricing Table

Our service is priced in a way that closely matches Acronis' own methodology. This makes it easier for you to understand how costs change over time.

Product type	Charging metric	Unit cost
Security products e.g. EDR/XDR	Per User per month	£0.60
RMM Products	Per User per month	£0.60
Endpoints	Per Endpoint per month	£1.00
Cloud Backups e.g M365/GW	Per User per month	£0.50
Storage	Per GB per month	£0.03
Disaster Recovery Storage	Per GB per month	£0.03
Archiving Storage	Per GB per month	£0.03

Usage is reported to us through Acronis data feeds each month. Quantities will be changed in line with actual usage, so they can go down as well as up. Customers are only charged for what is reported by Acronis as actual usage. The above are service and support fees only. Product subscriptions and usage are not included. Minimum contract term is 3 months. Discounts for longer term contracts are available at call-off.

A Little Bit About Us

We are a UK based and Managed Service Provider and Acronis Platinum Service Provider. We are privately owned, financially independent, and growing strongly.

Our team supports a variety of UK based SMEs, both privately owned and in the public sector. We have a proven track record in Microsoft and Acronis deployments.

As well as being an Acronis Platinum Service Provider we are experienced in a wide range of common and complimentary products and technologies. We are Cyber Essentials Plus and ISO27001 which demonstrates our commitment to high standards of secure operations.

Our team are friendly, settled and thriving. We firmly believe that our customers view us as a trusted advisor. We believe that working with Indiko Data will measurably assist your IT team.

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