

CYBERVAULT FOR UNSTRUCTURED DATA

RM1557.15 G-Cloud 15 (Lot 2a Infrastructure Software as
a Service)



Crown
Commercial
Service
Supplier



ISO
9001
Quality
Management

ISO
27001
Information Security
Management

ISO/IEC
20000-1
Information
Technology Service
Management

CSA STAR
Cloud Security

ISO
22301
Business
Continuity
Management

ISO
50001
Energy
Management

ISO
14001
Environmental
Management

BS
10012
Data
Protection

ISO
27017
Security Controls
for Cloud Services

CCS Approved Supplier:

RM1557.15 G-Cloud 15 RM3764.3 Cyber Security Services 3 DPS, RM6116 Network Services 3,
RM6190 Technology Services 4, RM1043.9 Digital Outcomes (DOS) v7, RM3825 HSCN DPS,
RM6094 SPARK DPS, RM6200 Artificial Intelligence DPS



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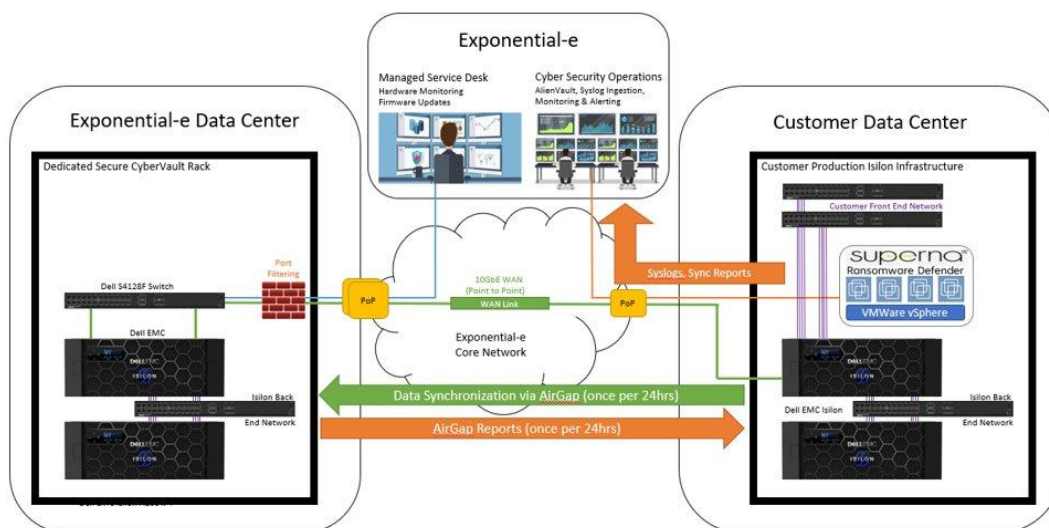
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Overview of the Service

Exponential-e's CyberVault for Unstructured Data is a comprehensive service; offering secure data protection by maintaining an offline copy of your data and monitoring individual user behaviours to detect, stop and recover from ransomware attacks for Isilon or ECS platforms. Our service incorporates a dedicated storage array as the isolated copy of your unstructured data, hosted in secure, tertiary zone. The full Ransomware Defender Software stack, to detect changes to normal data access patterns. Smart AirGap technology to provide one-way, protected replication of your unstructured data. Specialist monitoring of syslogs and alerts by our cyber security professional team, and day to day management of the software, hardware, and network.



The service is focused on driving the following benefits on top of your existing unstructured data architectures:

- ✓ Protection of data in place
- ✓ Detects changes to users' normal data access patterns when administrator-defined thresholds are met.
- ✓ Fastest rapid recovery mode. File level tracking and snapshot data recovery
- ✓ Detecting ransomware attack behaviour initiates multiple defensive actions, including locking users from file shares - either in real-time or delayed
- ✓ Takes defensive action to prevent major damage and minimize the recovery time.
- ✓ Highly Scalable
- ✓ Using user behaviour analytics to detect and halt a ransomware attack
- ✓ Rapid Recovery can allow the offline data to be usable in < 2 hours regardless of the size of the data set protected.



Service Components

The following components will be provided by Exponential-e as standard:

- ✓ Superna Ransomware Defender software stack (to be run as a VM on your premises)
- ✓ Dedicated 10Gbps Dell Switching.
- ✓ Dedicated Dell Isilon Storage.
- ✓ Dedicated FortiGate Firewall.
- ✓ Exponential-e Managed Services for day-to-day management of hardware and software stacks
- ✓ Full installation, configuration and setup of service including defining replication schedules
- ✓ Dedicated Rack within Secure Hosting Services.
- ✓ 1Gbps-10Gbps Wide Area Network Links to your primary site.

The following components can be provided optionally by Exponential-e:

- ✓ Exponential-e Managed CSOC (Cyber Security Operation Center) monitoring of Superna Ransomware Defender and AirGap Synchronizations.

Deployment Templates

The CyberVault for Unstructured Data Service is available in the following standard “T-Shirt” sizes:

Ransomware Defender for Unstructured Data	Cyber Recovery Vault for Unstructured Data	Cyber Recovery Vault for Unstructured Data
- Single Cluster Design & Deployment £24,329 (60 Month Subscription) - Dual Cluster Design & Deployment £44,364 (60 Month Subscription) - Setup, implementation and handover £4,523 - CSOC Integration Price on request	Dedicated Cyber Vault Design & Deployment, Fully Managed excluding CSOC 330TB £0.025 Per GB PM £498,246TCV 60Mths 500TB £0.018 Per GB PM £544,561 TCV 60Mths 660TB £0.015 Per GB PM £588,678 TCV 60Mths	Dedicated Cyber Vault Design & Deployment, Fully Managed Inc. CSOC 330TB £0.027 Per GB PM £541,997 TCV 60Mths 500TB £0.020 Per GB PM £588,311 TCV 60Mths 660TB £0.016 Per GB PM £632,428 TCV 60Mths
Advanced Threat Protection	Vaulted Isolation and Protection	Hosted Vaulted Isolation and Protection

Deployment Specifics – Customer Responsibilities

By default, the CyberVault for Unstructured Data dedicated rack is deployed within the Exponential-e datacentres. Where the CyberVault for Unstructured Data Service is deployed outside the Exponential-e data centres, the customer shall provide power, racking and a suitable environment (as per the Recommended Dry Bulb Temperature and Recommended Non-Condensing Humidity Range stated in the below ASHRAE guidelines) within the site for the relevant CyberVault for Unstructured Data, and shall ensure that the CyberVault for Unstructured Data at the customer site(s) are physically secured at all times.

ASHRAE 2008 Thermal Guidelines

Class	Equipment Environment Specifications									
	Product Operation							Product Power Off		
	Dry Bulb Temperature (°C)		Humidity Range Non Condensing		Maximum Dew Point (°C)	Maximum Elevation (m)	Maximum Rate of Change (°C/h)	Dry Bulb Temperature (°C)	Relative Humidity (%)	Maximum Dew Point (°C)
	Allowable	Recommended	Allowable (%RH)	Recommended						
1	15 to 32	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	17	3050	5/20	5 to 45	8 to 80	27
2	10 to 35	18 to 27	20 to 80	5.5°C DP to 60%RH and 15°C DP	21	3050	5/20	5 to 45	8 to 80	27
3	5 to 35	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80	29
4	5 to 50	NA	8 to 80	NA	28	3050	NA	5 to 45	8 to 80	29

In addition, where the CyberVault for Unstructured Data is deployed at customer sites, the customer shall:

- ✓ Provide adequate contiguous rack space for the CyberVault for Unstructured Data, inclusive of Dell Isilon, Dell switching and a FortiGate Firewall.
- ✓ provide reasonable remote access for Exponential-e and monitoring systems, through firewall policies where connectivity is via the internet or Exponential-e Core network.

The customer will not be able to utilize the included switching for any purpose beyond the CyberVault nor for any direct connectivity to local area network.

Licensing

- ✓ Exponential-e will provide the Superna Ransomware Defender Software license as part of the solution
- ✓ The customer will need to provide Microsoft Windows Server for the Ransomware Defender Machine or Virtual Machine, by default this runs in the customers primary environment Target Service Commencement Date*

CyberVault for Unstructured Data Service = 28 Working Days

*From order acceptance. Lead-time is subject to confirmation if changes are made by the Customer and/or further information comes to light which would have affected the initial design.

Service Level Agreement

CyberVault for Unstructured Data Availability

The CyberVault for Unstructured Data is considered available, if in a “powered on” state, reachable by Exponential-e Managed Services Monitors, and has completed the most recent data synchronization from the customers primary environment.

Applies To	Target Availability
CyberVault Availability	99.9%

Service Credits

	Measure	Service Credit*
Availability	Below Target	5%
	>0.1 Below Target	10%
	>0.2 Below Target	20%

*The Service Credit is applied as a percentage of the Monthly Charge for the CyberVault that is Unavailable (calculated on a pro-rata basis). Monthly Charge is the Annual Charge divided by 12.

Data Processing

When Exponential-e provides a CyberVault for Unstructured Data Service, this may result in Exponential-e processing customer personal data. The following applies to the processing of such personal data by Exponential-e:

Subject Matter of Processing

The Personal Data (if any) that the customer stores within the CyberVault for Unstructured Data.

Nature of the Processing

Exponential-e will not block, delete, correct, pseudonymize or encrypt any data. Exponential-e has no responsibility for data accuracy in respect of the Stored Data.

Return of Personal Data

Exponential-e will not extract the customer personal data from the stored data and return it to the customer. The customer shall remain responsible for removing all the stored data.

Appropriate Technical and Organisational Measures

The customer agrees that as far as it is concerned the security measures set out in the GCloud 14 Call-Off contract and Exponential-e's maintenance of (a) the ISO27001 (Information Security Management) standard and (b) the CSA: Star Cloud standard (or any replacement or equivalent of either subsisting from time to time) (collectively the "Security Measures") fulfils the requirement of appropriate technical and organisational measures and the customer agrees not to contend otherwise, recognising that the charges for the CyberVault for Unstructured Data Service directly relate to the Security Measures to be applied.

CyberVault for Unstructured Data Management

Aspect	Exponential-e Responsibilities
Capacity Planning	CyberVault for Unstructured Data performance capacity monitoring and analysis Provide reports on this collected data monthly Recommend and dialog with the Customer to enact environment changes, including the addition of additional Isilon nodes within CyberVault for Unstructured Data. Discuss possible remediation options with the Customer to address capacity bottlenecks
Documentation	Maintain solution design documentation for the CyberVault for Unstructured Data. Maintain solution configuration documentation for the CyberVault for Unstructured Data. Implement and maintain version control for all documentation.
Licensing	Exponential-e is responsible for licensing and licensing maintenance under this Contract to cover: Ransomware Defender Software
Hardware Maintenance	Exponential-e is responsible for ensuring they hardware provided as part of this contract is covered by Vendor or third-party maintenance, covering: Dell Isilon Storage within the CyberVault

	Dell Switching within the CyberVault FortiGate Firewall within the CyberVault
Managed Service Monitoring	Monitor and alert on the CyberVault for Unstructured Data. Hardware monitoring for storage array, switching, firewalls and network Physical data centre access.
CSOC (Cyber Security Operations Center Monitoring) (optional)	Monitor and alert on the CyberVault for Unstructured Data; Syslog storage 24x7 security monitoring Data Synchronisation reporting 24x7 security incident response Threat and vulnerability management Firewall management Risk analysis Security compliance
Patch & Firmware Management	Updating the CyberVault for Unstructured Data manually or via an alternate management platform, at Exponential-e's discretion Review and test critical Dell and FortiGate updates Install critical and security updates onto the CyberVault for Unstructured Data Install non-critical updates onto the CyberVault for Unstructured Data Notify the Customer of proposed updates to the CyberVault for Unstructured Data Carry out software patches to the CyberVault for Unstructured Data Configure the CyberVault for Unstructured Data for manual update installation by the Service Desk

Proactive Remediation	Investigate the cause of issues generated through the monitoring and alerting toolsets, or reported by the Customer Communicate recommended remediation activities to the Customer and request approval from the Customer for carrying out remediation activities Provide proactive remediation of issues as agreed with the Customer
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