

Service Type	Connectwise Cloud Backup
Transputec is a reseller of Connectwise Cloud Backup, offering necessary support services for the implementation and ongoing support thereof. Connectwise Cloud Backup is a robust solution designed to protect Microsoft 365 productivity data. Here's what it offers: 1. Comprehensive Coverage: ○ Connectwise covers various Microsoft 365 services, including: ▪ Exchange Online: Email, calendar, and contacts. ▪ SharePoint Online: Files and collaboration sites. ▪ OneDrive for Business: Individual user files. ▪ Microsoft Teams: Chat, files, and meetings. ▪ Planner: Task management. ▪ EntraID: Objects: users, groups, role assignments and admin units 2. Unlimited Backup and Retention: ○ No data limits or overages. ○ Up to six daily backups. 3. Lightning-Fast Search: ○ Quickly locate specific data within backups. 4. One-Click Restore: ○ Effortlessly restore lost data. 5. Peace of Mind: ○ If data is lost, users can get back on track swiftly. ○ Ensures business continuity and productivity. Connectwise Cloud Backup is a trusted solution for secure, automated, and customer-centric data protection. Services Overview 24x7 Monitoring Our 24x7 monitoring service uses advanced tools and technologies to continuously monitor your AWS and Azure cloud infrastructure. We track key performance indicators, system health, and usage patterns to identify potential issues before they become problems. This proactive approach helps to maintain high availability and performance of your cloud services. 24x7 Support Our 24x7 support service ensures that help is always available when you need it. Our team of certified cloud experts is ready to assist with any issues or queries you may have, no matter the time of day. We offer multiple channels for support, including phone, email, and live chat, ensuring that you can reach us in the way that is most convenient for you. Regular Patching Regular patching is crucial for maintaining the security and performance of any service. Patching of Connectwise own infrastructure is undertaken by the vendor with any interruption being provided with advance warning. Transputec own patching of own systems is schedule and we manage the patching process to minimise disruption to your	

operations. Our team ensures that all patches are tested and compatible with your systems before deployment.

24x7 Security Management

Our 24x7 security management service provides comprehensive protection for your cloud infrastructure. We use advanced threat detection tools and conduct regular security audits to identify and mitigate potential risks. In the event of a security incident, our team responds swiftly to contain the threat and minimise damage.

Scalability Services

Our scalability services ensure that your cloud infrastructure can adapt to changes in demand. We use auto-scaling and other techniques to dynamically adjust resource allocation based on real-time demand. This ensures that your services can handle peak loads without over-provisioning resources, helping to maintain performance while controlling costs.

Reporting and Relationship Management

Our reporting and relationship management service keeps you informed about the status and performance of your cloud services. We provide regular reports detailing usage, performance, security, and cost metrics. Our team works closely with you to understand your business needs and ensure our services are aligned with your goals.

Onboarding and offboarding process

As an ISO 27001 organisation we have clear and repeatable processes for these activities. These are designed with a focus on user-centricity, aims to streamline the process of onboarding and offboarding clients to Microsoft and AWS cloud services.

Leveraging the robust and scalable infrastructure of the vendor platforms, our onboarding and operational readiness process, ensures a seamless transition for clients, whether they are just beginning their cloud journey or choosing to migrate their services.

The onboarding process is designed to be intuitive and efficient, reducing the time and resources required for clients to start benefiting from our services. Similarly, the offboarding process ensures that clients can safely and securely migrate their data and services away if they choose to do so.

Our commitment to flexibility, security, and customer satisfaction sets us apart, and we believe our tried and tested methodologies will greatly enhance the client experience in the cloud environment.

Service Constraints (if applicable)

- The suite of services that are provided by the vendor – Acronis, these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible.
- Any such pricing changes will be communicated in line with vendor guidelines.
- Transputec will act as master payer for each of the vendor services and will invoice the client directly based upon the agreed payment schedules.
- By paying for said vendor services, the client will be accepting the vendors terms and conditions for use of such services.

Service Levels

All services provided by Transputec and Microsoft and AS are 24x7x365.

After sales support

Transputec provide a complete cloud managed service 24x7x365, for details of the services provided please see the service descriptions above.

Technical requirement

Not applicable although the vendor may change or withdraw advertised services either globally or for specific geo-locations.

Outage and Maintenance periods

Where relevant and if site and service resilience is not implemented, then Transputec will carry out monthly maintenance periods to patch relevant services, optimise configuration or resolve any underlying non-time critical request or issues. These will be generally carried out, outside of normal UK working hours unless agreed otherwise.

Access to data (upon exit)

Data migration strategies in accordance with source and destination vendor.

Security

Connectwise have robust security measures in place to safeguard their own internal operations, including:

1. **Actionable Vulnerability Discovery:**
 - **Deep Scanning:** Connectwise uses deep scanning of Microsoft's Graph API and other sources to discover security issues. This proactive approach helps identify vulnerabilities promptly.
2. **Security Architecture Best Practices:**
 - **Access Controls:** Connectwise implements access controls with breached password detection.
 - **Encryption:** Data is encrypted using AES-256-bit symmetric keys.
 - **Secure Data Transmission:** TLS 1.2+ encrypted HTTPS connections ensure secure migration data transmission directly to Microsoft 365