



Managed Backup and Recovery

Service Description

MICROSOFT 365 BUSINESS

Exchange
SharePoint
OneDrive for Business
Teams

Introduction

Technology promises the world—streamlined infrastructure, instant scalability, seamless cloud migrations, and much more. But technology doesn't live up to its promise without a trusted advisor.

The Deft team humanizes technology. We actively listen to our clients, learning and collaborating to develop tailored proposals that perfectly fit your company's needs. We then design, build, operate, secure, and scale unique technology solutions with a singular purpose: to deftly deliver on the promise of technology for you and your customers.

We make a difference for our clients daily. We anticipate your needs, and consistently bring thought leadership and expertise to every encounter.

We push our potential to maximize yours. Growing our skill sets, embracing change, innovating, optimizing, and setting new standards: these are Deft's core operating principles.

We always find a way forward. Creativity is fundamental to our problem-solving process. Strong, well-informed perspectives guide our strategic decisions and define our products and services.

We care, and we show up. We're the right partner. We believe in your business and in your ability to succeed. Your issues and needs drive our mission every day.

Deft: the most trusted technology partner since 2000.

Managed Services Partnerships

At Deft, we approach Managed Services Partnerships (MSP) in a unique way.

You'll see that we use the term Partner instead of Provider. This is because we see Managed Services as a true partnership — and successful MSPs are that — partnerships.

The foundations of success are planning and collaboration. With regular, constructive conversations about business continuity, and its requirements for your business, we can and will deliver success.

Our MSPs focus on delivering tangible value in four distinct phases:

Consult

- We begin with a detailed assessment of your current strategy and environment.
- Everything that can impact your business success is accounted for, including physical infrastructure, individual workloads, server configurations, network architecture, databases, data lakes, security concerns, compliance requirements, and application and business process interdependencies.

Plan, Design and Build

- We then build out a detailed strategy that aligns specifically with your desired business outcomes.
- After agreement on the Plan and Design, we begin building your Managed Backup and Recovery environment. We work with your team so you are fully prepared for operating in your new environment.
- Once aligned, we work with your team to migrate to your environment.

- We apply guidance and best practices gained through our operating experience and supported by our partners (AWS, Microsoft Azure, Rubrik, Veeam, VMware, Zerto and more).

Run and Operate

- Now that your environment is successfully migrated and verified as ready for production, we perform proactive management, administration, monitoring, and support in line with our MSP Management Matrix.

Optimize and Evolve

- The final step in a Deft MSP is the ongoing optimization and evolution of your environment.
- As we manage your environment on a day-to-day basis, we will identify opportunities for improvement and continue to make sure your environment still aligns with your business objectives.
- Any opportunities are shared directly with your IT and leadership teams to inform strategy and decisions.

Each phase uniquely supports your business, providing exactly the management you need to ensure success.

We are a trusted partner that is constantly being prescriptive and proactive about changes to your solution based on your needs and the ever-evolving technology landscape.

Service Overview

Our Managed Backup & Recovery Service for Microsoft 365 provides protection for the data and configurations contained in your Microsoft 365 or on-premise Exchange and SharePoint environments. This includes, but may not be limited to, Exchange, SharePoint, OneDrive for Business and Teams.

Backups are performed, stored, and maintained in one of our secure, SOC 2 compliant data centers on our fully redundant, high-performance object storage platform. We utilize the industry's leading technology, Veeam Backup & Recovery for Microsoft 365, to power this service. Managed Backup & Recovery for Microsoft 365 is a fully managed service that is configured, administered, monitored, and supported 24x7x365 by our Managed Services and Service Desk teams.

As a fully managed service, our Managed Services engineers support the underlying hardware & software tools used to deliver the Managed Backup & Recovery Service, as well as administer and monitor the backup and recovery processes. You will receive a weekly Managed Backup & Recovery Service Report detailing the status of backup jobs, completion of jobs, and any other information about the Service. To create or alter backup jobs, change data retention policies, or get any additional information about the service, you simply open a support ticket via our Customer Portal.

Default Configuration and Backup Schedule

In the default configuration, the Service will provide daily incremental backups. The data for all backups retained for 14 days in a Deft data center on our fully redundant, high-performance object storage platform. Customers can choose to have more or less frequent backups, shorter or longer retention timeframes, or replication to a specific data center should these capabilities be required. Please note increased frequency and data

retention length will have an impact on the Service cost.

For security and compliance purposes, backup to a second or third Deft-operated data center is available as an option, for an additional fee.

Encryption

The Managed Backup & Recovery Service enables encryption of data by default. The Service will generate the encryption keys necessary to protect the data. Data is encrypted as it is written to the Backup Repository, and the resulting encrypted data blocks are stored. The Service includes encryption-at-rest so data remains encrypted while stored in any Deft-operated data center.

Restore Processes

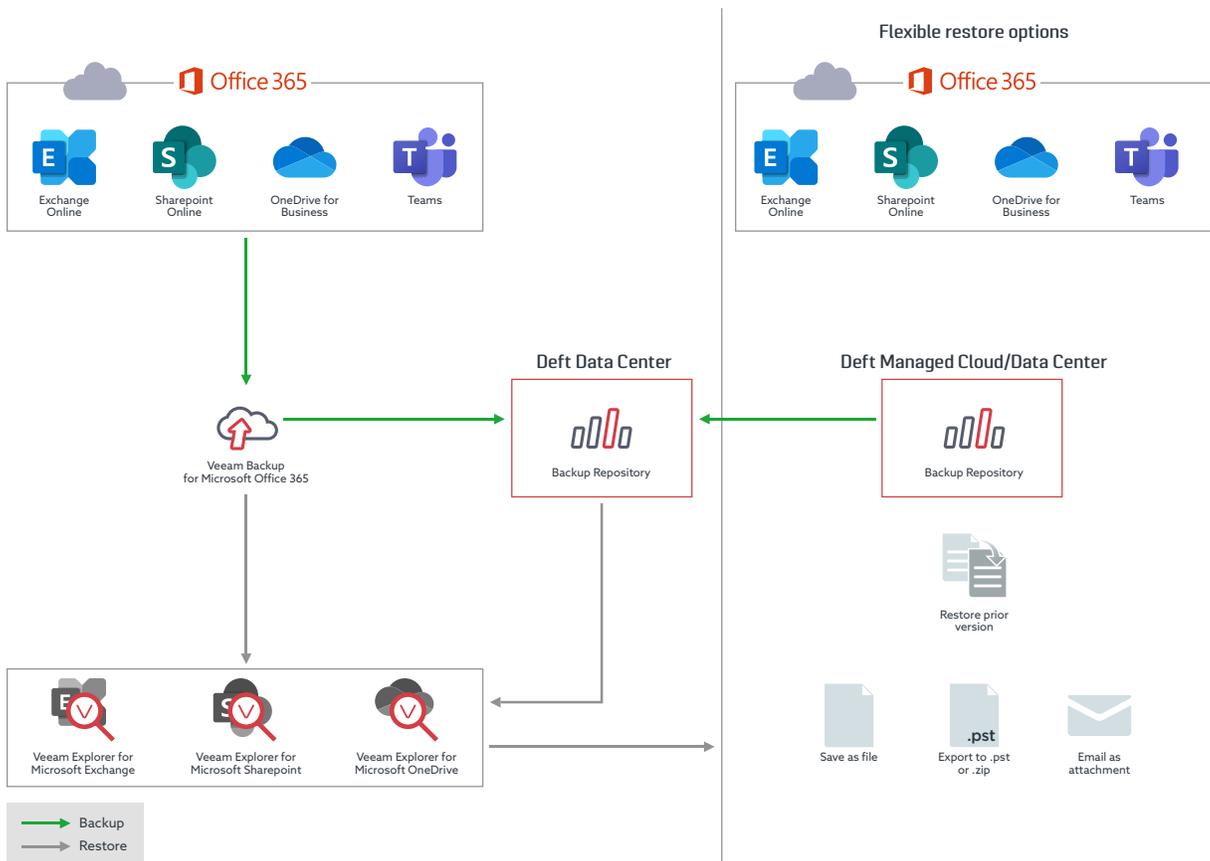
Restores for backup data are performed upon request. Restores can be made in time-based, aggregate or granular fashions with item-level restore requests supporting critical emails, files, conversations, projects, tasks and other 365 assets. You can also request security roll-backs to remove unintended permission or configuration changes.

Data is generally restored to the primary system where the data originated – your Microsoft 365 environment. The Service does support the option for Microsoft 365 data to be recovered to additional environments including a Deft Managed Cloud, a Deft Managed Colocation configuration or a Customer Premise location.

Recoveries are performed on a best-effort basis and will include additional charges for use of storage and/or cloud services as applicable. Please note, restore locations and procedures will be pre-defined and specific to your unique requirements. When restores are needed, no additional questions will need to be asked or answered unless your needs for a specific request are unique.

Sample Service Configuration

The Managed Backup & Recovery Service is offered on a per-user per month basis, with a minimum of 10 user licenses required. Users are calculated as licensed Microsoft 365 or Exchange Users. Shared mailboxes are included for free.



Key Features

The key features for this Service include, but are not limited to:

- Backup Microsoft 365 Exchange, SharePoint, OneDrive for Business and Teams data and configurations so you always have access to your data
- Complete configuration & administration by Deft's Managed Services Engineers
- Backup job monitoring, with regular reporting
- Backup, retention, and replication schedules designed around your requirements
- Option for restore into Microsoft 365 environments, Deft Managed Cloud Services, Deft Managed Colocation Services and/or Customer Premise environments
- 24x7 Service infrastructure health monitoring, performance metrics, and alerting
- 24x7 Service Desk support for ticket acknowledgement, management and response

What Makes This Service Unique?

Your Business Is Unique, So Is Our Service

We work with you to understand your data protection needs and configure the Managed Backup & Recovery Service parameters to support their unique business, financial, and technological requirements.

Custom Backup and Recovery Policies

You can adjust the frequency of back-ups, retention policies, encryption methods, and data locations to fit these requirements.

Custom Replication Strategies

You may also choose to have backup data replicated to a second Deft-operated data center to provide physical redundancy should security, governance or compliance requirements dictate.

Roles, Responsibilities and Process

Successful Managed Services are the result of transparency and collaboration. Clearly defined processes and a detailed outline of roles and responsibilities are where this collaboration begins.

Our Managed Backup & Recovery Service for Microsoft 365 is preceded by defined Consult and Plan, Design and Build processes. These critical steps establish the foundation for the execution of the Service and align these critical processes with your unique business needs.

Consult

We follow a proven, structured process of automated data collection and personal interviews with key business stakeholders, IT infrastructure, and application teams to successfully complete the Discovery process.

The outcome of these efforts includes identification of identification of business drivers and the discovery / analysis of your existing Microsoft 365 environment including Business and IT Governance processes, Infrastructure configurations and Networking and Security policies.

Discovery sessions are conducted with your company's subject matter experts (SMEs) and our Managed Services team. This collaboration helps us prioritize your goals and ensure that all critical success factors are met.

Plan, Design and Build

The data gathered and objectives defined in Consult inform the configuration and process requirements for your Service. Plan, Design and Build brings these to life.

During this phase we will deliver the official, comprehensive analysis of the current Microsoft 365 environment. This documentation includes, but is not limited to, Infrastructure Diagrams and network connectivity requirements – identifying how Microsoft 365 is accessed, used and managed today – and where risks are present.

We will also develop and deliver a Remediation Plan for

the current Microsoft 365 environment or a Development Plan for a net-new Microsoft 365 environment to ensure industry and Deft best practices are in place to support your business today and tomorrow.

Once the recommended Remediation Plan / Development Plan has been vetted and approved, we will move on to complete the Remediation / Development Process using the documentation and decisions identified, and agreed upon, by both parties.

Run and Operate

Now that your environment is successfully configured and verified as ready for production, the official Managed Backup & Recovery Service can begin. This is where we begin delivery of proactive day-to-day management, administration, monitoring, and support for your backup and restore environment and processes.

Optimize and Evolve

The final component of our Managed Backup & Recovery Service for Microsoft 365 is the ongoing optimization and evolution of your environment. This phase has us focused on infrastructure performance and cost management. Monthly or quarterly reviews provide updates and opportunities for additional environment optimizations based upon changing business requirements and environment performance. Any opportunities identified are shared directly with your IT and leadership teams to inform strategy and decisions.

Customer Success and Service Operations

The foundation of every Deft Managed Backup and Recovery Service is collaboration. All customer success and service operations workflows have been designed to minimize response time, mitigate risk and optimize collaboration so knowledge transfer occurs when and where necessary.

We recognize your business, and your customers, operate 24x7x365. We have designed and operate our business to be here for you, whenever and however necessary to ensure your success.

Customer Success Team

Deft provides each customer with comprehensive resources to deliver ongoing service and support for your cloud environment. From sales, solution architecture and certified engineer support on our Service Desk, to customer success and executive management sponsorship, you will have experts with you every step of the way.

How to Contact Deft Support

Deft uses cases to identify incidents and provide support to our clients until the incident is resolved. Case identification and review is conducted using the Deft Customer Portal. Each Deft client is supplied with accounts that are permissioned to create, update and view their cases.

Case Creation – Customer Portal

Support cases submitted to Deft are submitted using the Deft Customer Portal. The portal is accessible at:

<https://portal.deft.com>

To create a support case:

- Log into the Deft Customer Portal.
- Select “Create Case”.
- You receive an automatic confirmation of the successful case creation, including the case number.
- Deft Service Desk staff review the case for accuracy, confirm the Severity Level, and send acknowledgment of case receipt to you.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Creation – Telephone

We recognize there may be times when a support case required the immediacy only a phone call can provide. Support cases may be created by calling the Deft Service Desk at and1 312-829-1111, Ext. 2. Telephone submitted support cases utilize a similar support operation, with a few modifications.

To create a support case:

- Call the Deft Service Desk at and1 312-829-1111, Ext. 2.
- Deft Service Desk Agent verifies caller identity, captures relevant information, creates the support case, and assigns a Severity Level.
- Deft Service Desk agent & Cloud Services Engineer work to resolve the support case.
- Case updates are provided at set intervals as determined by the Severity Level.
- Case is Resolved & Marked for Closure.

Case Escalation Paths

Deft provides several, formal options for support case escalation. Escalations occur to set a support case to a desired Severity Level, as outlined below.

Primary Escalation Path - This method is preferred as it is the most efficient method for raising the Severity Level of a case. To create a support case, you will:

- Log into the Deft Customer Portal.
- Navigate to the appropriate case.
- Click the “Escalate Case” link.
- Select the desired Severity Level and submit.

Alternate Case Escalation Path(s) - Additional Case Escalation paths are also available. However, it is important to note that Alternate Case Escalation Paths will not be as expedient as the Preferred Escalation Path.

Alternate Escalation – Case Response

You may submit a response to an existing case and simply request an escalation to the desired Severity Level. The Severity Level will be raised once a Service Desk Agent has reviewed and processed the request.

Alternate Escalation – Phone Support

- You may call the Deft Service Desk at and1 312-829-1111, Ext. 2.
- The Deft Service Desk Agent will verify the caller’s identity and the support case number. You verbally request escalation to the desired Severity Level.
- The Deft Service Desk Agent updates the case accordingly.

Response Time

All Deft MSP customers can set the severity level of their support cases. The severity level you select will determine the response time. You can select the following severity levels when submitting a support case:

Infrastructure Administration (Proactive Services)

Severity Level	Description	Response Time SLA
Critical / Level 1	Critical Issues include business-critical system outages or issues causing extreme business impact.	15-minute response time
High / Level 2	High Severity Level issues include the impairment of production systems, impaired application performance, and moderate business impact.	30-minute response time
Normal / Level 3	Normal Severity Level issues include standard service issue requests and minimal business impact.	1-hour response time
Low / Level 4	Low Severity Level issues include general information requests, questions and guidance from Deft MSP team members, arranging prescheduled maintenance activities.	4-hour response time
Informational / Level 5	Informational Issues include general questions, how-to style requests, or reports.	24-hour response time

As standard business practice, Deft’s Service Desk acknowledges all support cases within 15 minutes of case creation. The response times identified in the table above represent the average time required to remediate such issues. Please note the response time to resolution of your issue may vary based upon circumstances and configurations unique to your business and your cloud architecture. Any support cases created without a severity level selected will be set to “Level 3 – Normal” by default.

Service Level Agreements

Deft provides two Availability SLAs for Managed Backup and Recovery MSP customers.

Availability SLA

For Deft's Managed Backup and Service for Microsoft 365 Business, Deft provides the following uptime SLA: one hundred percent (100%) availability of the Deft-owned and managed infrastructure supporting the service. If the infrastructure supporting the Managed Backup and Recovery Service disrupts the ability of the service to complete Backup jobs, Customer shall be eligible for a Credit as set in the SLA.

Restoration SLA

Customer is required to submit each Backup Restoration Request via Deft's Customer Service Portal. For providing restoration of data from a completed Backup Job, Deft commits to initiating the restoration process within twenty-four (24) hours of receiving the Restoration Request.

The SLA for MBUR will be dependent upon the configuration(s) selected by Deft and you. You can find current version of the Managed Backup and Recovery SLA on our website at <https://www.deft.com>.

Account Reviews

Deft offers quarterly and annual Account Reviews for all Managed Service Partnerships. These collaborative sessions aim to provide greater visibility into the technical, operational, financial and business aspects of your company and your Cloud. Account Reviews also provide you with a way to offer direct feedback, including areas of improvement, on the status of your Partnership with Deft.

An Account Review agenda includes:

- Introductions
- Technical, Operational, Business Updates
- Service & Performance Metrics/Dashboard Review
Optimization Recommendations
- SLA Adherence & Support Ticket Review
- Access Control List (ACL) Review Q&A/Discussion

Upon completion of each account review, you should be confident that we are flexing our services and approach to meet you where you are and have a plan to take you where you want to go so that you can focus on what matters most for your customers and your business.

Responsibility Matrix

We are committed to solving your Backup and Recovery challenges so you can focus on what matters most.

Each Deft Managed Services Partnership operates with the understanding that there are two parties involved in supporting your environment: your in-house experts and ours.

The Managed Backup and Recovery Service, including all Deft-operated hardware and software, is monitored by our Managed Services Team and Service Desk. Should any issues or anomalies be detected with the Service, a member of the Deft Managed Services Team or Service Desk team will take corrective action as planned and notify the customer.

From time to time, we will perform scheduled maintenance activities on the infrastructure supporting the service. Customers will be notified in advance for all scheduled maintenance. Emergency maintenance may be required and performed without advance notice. Should a service-impacting emergency maintenance be required, we will use commercially reasonable efforts to notify Customer upon execution of the maintenance.

The following responsibility matrix defines the roles and responsibilities for each phase:

Consult Responsibilities		
Managed Service	Deft	Customer
Identify Business Drivers	Y	Y
Align Business Drivers with Project	Y	Y
Current Infrastructure	Y	Y
Current Applications	Y	Y
Application Dependency Mapping	Y	Y

Plan, Design and Build Responsibilities

Plan and Design Managed Service	Deft	Customer
Greenfield Architecture	Y	N
Total Cost of Ownership	Y	N
Migration Planning	Y	N
Security and Compliance Requirements	Y	N
Build Managed Service	Deft	Customer
Proof of Concept / Pilot Environment	Y	N
Environment Build-Out (New)	Y	N
Environment Remediation (Existing)	Y	N
Environment Migration	Y	N

Run and Operate Responsibilities		
Configuration Management Managed Service	Deft	Customer
Backup Infrastructure Patching and Updates	Y	N
Backup Infrastructure Configuration Management Automation	Y	N
Backup Infrastructure and Environment Audit Logging	Y	N
Credential Management and Resets	Y	N
Monitoring and Alerting Managed Service	Deft	Customer
Backup Network Performance	Y	N
Backup Storage Performance	Y	N
Backup Application Performance	Y	N
Infrastructure Alert Response and Triage	Y	N
Environment Alert Response	Y	N
Security Managed Service	Deft	Customer
Backup Network Configuration and Security Protection	Y	N
Data Encryption Enforcement	Y	N
Key Management	Y	N
Compliance Support	N	Y

Run and Operate Responsibilities Continued

Support Managed Service	Deft	Customer
Support / Incident Portal	Y	N
Incident Response	Y	N
Request Response	Y	N
Custom Dashboard and Reporting	Y	N
On-Demand Recovery Support (Items Outside of Service)	Y	N

Optimize and Evolve Responsibilities

Change Management Managed Service	Deft	Customer
Backup and Recovery Infrastructure Resources	Y	N
Backup and Recovery Application Configuration	Y	N
OS-Level UAC	Y	N
Audit Trails Managed Service	Deft	Customer
Backup and Recovery Infrastructure Logs	Y	
OS-Level Logs	Y	N
Application-Level Logs	Y	N
Platform Compliance Initiatives	Y	N

Additional Questions

For more information, visit <https://www.deft.com/> or contact us at (312) 829-1111 and sales@deft.com

About Deft

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