

Server Backup Management

ENVIRONMENT/ALERT REVIEW & BEST-PRACTICES IMPLEMENTATION

- Review protected and non-protected servers/volumes/drives across the Backup Implementations
- Review of local & offsite backups, retention settings
- Review backup product Licensing
- Assess Overall Backup Health and trends considering the following:
 - Backup Failure (both local and offsite)
 - Restore Points based on retention (both local and offsite)
 - Data Growth
 - Analysis on occupied storage consumption versus the protected storage
- Assess the need for version updates or upgrades & perform the requisite
- Review available RMM/PSA Integrations and validate monitor sets configured for alerting.

BACKUP MONITORING, REMEDIATION & REPORTING

- Monitoring all protected agents for backup failures, warnings & no result
- Monitoring of backup appliances for failures & warnings
- Periodic Consultation around end-client backup infrastructure for continual improvements
- Troubleshoot VMware Snapshot, VSS, connectivity, configuration issues, verification failures etc.
- Analyze issues and provide permanent fix (in case of recurring errors)
- Escalate or Assign issues that require MSP/End client support
- Assistance with issue resolution with backup product vendors
- Daily Report of all Failures to MSP [Monday through Friday]
- Monthly Backup report with success rate for each protected machine

BACKUP CONFIGURATION (NEW CLIENT SETUP)

- Backup Agent Installation, Job Configuration & scheduling per MSP standards
- Retention & archiving policy setup
- Setup notifications for failures, warnings, device settings & alert

BACKUP RESTORE ASSISTANCE (ON-DEMAND)

As a value-added service, the team at ProVal Tech can also assist client with Emergency Restores at an additional fee. This portion of our service is billed per instance and fees are illustrated on the "your investments" section of this proposal. Scope and details of restores are as follows:

- VMR (Virtual Machine Restore) or Failover/Failback on an available Virtualization Host
- Assistance to onsite technician to perform Bare Metal Recovery or Image Based Recovery on a Physical Machine
- File/Folder Recovery
- Application Restoration (SharePoint, SQL, Exchange etc.) as permissible with Backup Tool

BACKUP DIASTER RECOVERY TESTING (VIRTUALIZATION) (ON-DEMAND)

- Manual Virtualization testing can be requested on-demand during partnership and will be charged separately. Fees are illustrated in the table on the investment section.

SERVICE LEVEL AGREEMENT

ProVal Tech Client Consulting/Account Management Team is available **Monday through Friday, 8 AM - 5 PM, U.S Eastern Standard Time (EST), except for US Holidays**. Our Afterhours support team is available via support tickets 24x7.

Priority	Criteria	Initial Response Goal
1	Emergency System Restore: Entire Organization Impacted	1 hour
2	File Restores: Single-Multiple User(s) Impacted	4 hours
3	Reactive Issue or Request	1 business day

For all emergency restore requests, client should use one of the following methods to contact the ProVal Team:

- Email ProVal at support@provaltech.com with “**emergency restore**” or “**urgent**” in the subject line
- Call our 24 x 7 support line at 407-588-0101, Option 2 for Support

- All support and SLA adherence provided by ProVal Technologies, Inc. is considered "**best-effort support**". We will exhaust all available resources to provide you with exceptional service. We may be limited due to availability of documentation, dependency on software vendor or staffing.

MSP Responsibilities

- Client will provide ProVal with the data backup and retention policy for all end-clients. Any changes made to backup policy or schedule by the client or end-client need to be communicated to the ProVal team in writing.
- Client will provision access to end client domain environments with Admin privileges, and single generic named license for all client tools.
- Client will provision an email address for the ProVal team on the client's domain, which will be used for all tool access and vendor support purposes. This mailbox is not monitored by the ProVal team and should never be used to open support requests.
- Client will keep ProVal informed on transitions/exceptions for any clients and keep the documentation updated on client documentation space.
- Client is responsible for all software licenses of service tools used to deliver services.
- Client will provide info on every new onboarded customer to ProVal Tech and information on how they need to be on-boarded for backups
- Client will be responsible for the procurement and maintenance of all backup licenses from the vendor, as well as the maintenance of the hardware and the operating system on which these applications run

OTHER TERMS & CONDITIONS

- Any migration of backup solution would be considered as project work and will be charged as a one-time project.
- All projects are performed at the ProVal team's discretion, and may require a separate scope of work and fee based on complexity
- Devices found offline that have not backed up successfully for more than 30 days will be escalated to MSP for remediation and removed from the list of managed machines for the month.
- ProVal's service team members are full-time company employees located in the US and India. Support requests are handled by the global team based on availability, skillsets, and business requirements. Any client-specific compliance requirements should be communicated with our services teams at commencement of engagement.

