

Why Zynstra IT Appliances?

Worry-free IT

- Fully managed IT delivered as a service
- Peace of mind secure, patched & kept current
- Eliminates the need for future IT refresh projects

The Cloud in your office

- Bridging the gap between cloud and on-site IT
- SSO for employees to local services & Office 365
- Access data & files where you want, how you want

Predictable costs – No Capex

- 1, 3 & 5 year contracts (pay monthly annually)
- Cost effective options available including reverse backup & Disaster Recovery

Frequently Asked Questions (General):

“I don’t have sufficient broadband connectivity to use cloud services

Zynstra’s IT Appliance is designed for businesses that have constrained Internet access. You choose where your data resides to suit your connectivity. Zynstra’s accredited partners can also advise on connectivity based on your upload/download requirements now and in the future.

“I want to retain on-site control of my IT ”

The Zynstra Management Service that monitors and manages the Appliance has a fully delegable Management Console so that you and your Service Provider can operate the platform in the most efficient and effective manner for your business. This can all be managed remotely and does not require an on-site presence.

“What are the service level agreements (SLAs) associated with the Zynstra IT Appliance?”

Zynstra offer a 99.6% service availability on their High Availability solution (a maximum of 10 hours downtime on working days across a year). A Single Appliance solution has a 99.0% availability guarantee (allowing for hardware replacement). The DR service if invoked will provide access to IT services in the cloud within 4 business hours.

“I already have or am considering Foundation Server /Server Essentials from Microsoft”

Foundation server is a more limited component of a solution and requires the customer to manually build, deploy, patch, back-up and secure the services. The Foundation Server will cost more to own and run over the contract term and will deliver a less robust operational capability (at an acceptable cost).

Frequently Asked Questions (Commercial)

“I am not sure I want to commit to a long term service contract”

The minimum commitment for the Appliance is 12 months, with pricing benefits for commitment to a longer term contract. In addition you can pay either monthly or annually providing you with greater flexibility to manage your budget.

“I don't have the budget to replace my servers”

Capital outlay for IT refresh can be onerous. Zynstra's IT Appliance eradicates this. The service including the supply of the Appliance(s) are supplied under a contract based on a monthly service fee. Therefore all costs are OpEx based with no capital budget required.

“What happens if my number of employees go up?”

Zynstra's IT Appliances are designed to scale with the growing needs of your business. If your number of employees goes beyond the threshold recommended for your Appliance, an additional or replacement Appliance can be shipped to cater for your increased staffing levels. The additional Appliance is subject to a 12 month minimum contract at its prevailing price at point of contract.

“What happens if my number of employees go down?”

Zynstra's IT Appliances are designed to support 'bands' of employees based on storage profiles. Each Appliance has a minimum 1 year contract, and if your number of employees fall below the threshold of a lower spec'd Appliance, you have the option to swap out to that spec on the Anniversary (this may be subject to reinstallation fees)

“It is cheaper for me to buy a server than to pay for a service”

Zynstra's IT Appliance is more than just a server. Whilst components of a solution can often seem cheaper on face value, the true cost of IT is typically in the cost of installing, managing, maintaining, securing and backing up the IT services. When all costs are properly taken into account and comparable service levels achieved, the Zynstra solution is typically 30% more cost effective over the life of the contract.

“Who is responsible for licensing the operating system (OS)?”

Zynstra provide the core Operating systems Licenses for the Appliance including those required for Managed Applications and IaaS VM containers as part of the solution. If a customer requires that the OS is not provided with the IaaS VM container (if relevant) then this should be stipulated in the site survey.

“Who is responsible for licensing the applications?”

Zynstra is responsible for licensing the managed applications. The customer is responsible for licensing the local applications run on the Zynstra Appliance in the IaaS VM containers.

“Can I use my existing licenses?”

The short answer is that the Zynstra appliance can utilize any legitimately transferable licenses (e.g. those eligible for License Mobility under Microsoft's Software Assurance initiative). Evidence of licensing eligibility will need to be provided to enable re-use of a license.

Frequently Asked Questions (Commercial continued)

“What happens when the hardware goes end of life?”

Whilst under contract for the Zynstra service any faulty/underperforming hardware is replaced free of charge regardless of the term of the agreement. If there is a change in requirements by you as our customer that requires an increase in specification during the contract, then there will be an additional cost, priced in accordance with the requirements.

“How long does it take from placing an order to have my Appliance up & running?”

The timescale is primarily determined by your needs. In the ordinary course of business we would suggest a time window of 3 to 4 weeks to schedule the implementation and data migration activity, however, this can be adjusted to cater for your operational demands.

“What happens in the event my Appliance is stolen, damaged or inaccessible?”

Zynstra offer a cloud backup and Disaster recovery service for a fixed monthly fee. If this option is subscribed to then all your data and the appliance VM images (excluding IaaS images) can be spun up in the cloud within 4 business hours of the request. The services will be run in the cloud free for 10 days whilst shipping a new appliance to your designated site.

“Who owns the application hardware?”

Zynstra as the solution provider owns the hardware that is delivered to your site. The hardware is part of the service and is removed at the end of the contract. An option to buy out the hardware and have it converted to a local fileserver is available at the end of the contract.

“Who owns the application licenses and data?”

Application licenses are always owned by the vendor (eg. Microsoft). Most commonly, applications are rented under a licensing model often called the Service Provider License Agreement (or SPLA). Data on the other hand is always owned by your organisation (or the organisations for which you are legitimately holding or managing the data).

“What countries can Zynstra deploy to and do they come with the same capabilities?”

Windows OS can be configured country specific. However Zynstra's Appliance dashboards, contracts and reports are in English and based upon English Law and regulations.

“With whom am I contracted with?”

Your contract would be with us [Partner Name] as the Service Provider and we are managing the Zynstra service on your behalf. We in turn are contracted as a partner of Zynstra

“If I have a problem with my Service Provider can I change?”

If you are unhappy with our service we will always try to remedy the fault or issue that you raise. In the unlikely event that we are unable to remedy a legitimate issue, you may escalate the matter to Zynstra to request a service transfer which we would not prevent.

Frequently Asked Questions (Data Assurance)

“I already have or am considering Microsoft Foundation Server/ Server Essentials”

Foundation server is a more limited component of a solution and requires the customer to manually build, deploy, patch, back-up and secure the services. The Foundation Server will cost more to own and run over the contract term and will deliver a less robust operational capability (at an acceptable cost).

“I want/need to keep my data on site”

As the Data Owner or Controller you decide what data resides where, depending on your business' security and access requirements. With on-site and cloud backup options available you have the peace of mind that your data is kept safe and secure 24/7.

“What happens to my data if Zynstra goes out of business?”

Zynstra is also signed up to ESCROW so your software is safe , secure and accessible. If you are using backup then your data is also safe, secure and accessible. In addition the Appliance is situated in your office so in the unlikely event that Zynstra is no longer trading.

“What happens to my data if my reseller goes out of business?”

In the unlikely event that your supplier goes out of business, Zynstra will continue to provide your service for 30 days whilst you move to an alternative authorised partner. Under no circumstances will we remove any data or restrict your access to the data without having first contacted you to discuss options.

“I am worried about the security of my business' data”

The Appliance is protected against known security threats from malware, viruses, phishing and break-ins. Should an exploit breach our defences, we will eradicate it from the Appliance. We will ensure software provided with the Server Appliance is patched within 7 days of a verified vendor security patch release that could materially impact the Server Appliance. Any of your data which is backed up to a third party cloud service and therefore taken off your premises will be securely encrypted before its transfer away from your premises.

“Under what jurisdiction is my data backed to the Cloud?”

When storing your data in Azure we are requiring that the data is stored under the legal jurisdiction of the European Data Protection Act 1998.

“What happens to my data at the end of a contract”

At the end of the contract you may: Renew your contract with an authorised partner, or, Purchase the server appliance for the prescribed fee (Zynstra software will cease to be licensed and maintained), or, return the Appliance at the end of the term, having recovered your data. We will retain your data for 30 days at the end of the contract in in a standard format in case you require it, and then it will be fully erased.

Frequently Asked Questions (Data Assurance continued)

“Can Zynstra or my reseller view or access my encrypted data?”

Neither we as your service Provider or Zynstra as the solution provider have access to your encrypted data when stored in a managed cloud backup.

“Can my reseller view or access my on-site data?”

Your service Provider does not have access to your data either on the device or when stored in a managed cloud backup.

“If my Appliance is stolen can the thieves access my data?”

Access to all parts of the Zynstra Appliance are protected by a combination of its technical security infrastructure, username and password. It would require significant technical skill, effort and time to penetrate the defences of a stolen Appliance. Should a stolen Appliance be connected to the Internet, the Appliance will automatically re-establish contact with the Zynstra Cloud Management Platform. This will enable Zynstra to remotely wipe the Appliance.

Frequently Asked Questions (Product & Management)

“How many virtual machines (VM) can I run on the Appliance?”

Each Appliance model is pre-configured to arrive with a set of standard Windows VM's as set out in the current data sheet. Should you wish to change this configuration, this can be assessed, validated and (if appropriate) priced during the site survey.

“Can I change the configuration of the VMs post implementation?”

Yes you can subject to the maximum capacity supported on the existing Appliance under contract, but this will be subject to charges for reviewing and validating the requirements and reconfiguring the appliance. If an additional or larger Appliance is needed, this will be priced out and offered as an upgrade.

“Am I able to manage my own applications running on the Appliance?”

Yes, we are able to ensure that you are granted appropriate privileges to access and manage applications running in your IaaS VM containers.

“Can I run a SQL database with stringent performance requirements in a VM?”

In principle yes, though the requirements will determine the spec of the Appliance. Specifications will be determined during the site survey. Any version that supports Directory Sync. Please see the tables at the end of this document

“What versions of Office 365 are supported?”

Any version that supports Directory Sync. Please see the tables at the end of this document

“Can I access my on-site back-up of Office 365?”

Yes, the files backed up from Office 365 to the Appliance can be navigated and accessed using normal functionality and applications

“Will changes made offline to Office 365 back up files on the Appliance automatically sync back with Office 365?”

.If you make any changes to the backed up files you should be sure to drop a copy back into your OneDrive folder to ensure it is re-synced with your Office 365 hosted files.

“Is the single-sign-on service resilient?”

Single Sign On for remote workers is a resilient service in the event that access to the Appliance is lost if the customer has either subscribed to the High Availability cluster, or if they add the option of Resilient SSO to a single Appliance purchase.

Frequently Asked Questions (Product & Management continued)

“Can I attach storage to extend storage of the appliance?”

Zynstra Appliances are designed to be managed as a solution and are capable of clustering to provide additional storage, Zynstra does not support the management or attachment of other storage devices with the exception of cloud storage which is available as an option.

“What operating systems and versions can be supplied for VM use?”

By default a Windows Server 2008 R2 operating system is installed on the Appliance for each VM at point of order. However, Zynstra can also provision Linux VM's running Ubuntu 12.04 or 13.10.

“What other operating systems can I have?”

At this time only Windows Server 2008 R2, Windows 2012 and Ubuntu 12.04 or 13.10 can be run on the Appliance. Please contact your accredited partner for availability if you require Windows Server 2012 R2, CentOS or BSD.

“Is my VM backed up?”

As your service provider partner we would set up a script to run on the Appliance to ensure data generated in your local VM's was included in the managed backup process. It is also possible to backup program images.

“Can Zynstra act as a DR solution for my VM?”

Zynstra will secure your data, your accredited partner can advise on a DR solution for your VM to minimize downtime.

“I have multiple sites - Can you connect all my offices/sites together?”

Zynstra support a full multi-site configuration with combined Active Directory across sites and Microsoft Distributed File System (DFS) based global name space across all Zynstra supplied and connected Windows File & Print servers. Choose between IPsec based VPN or alternatively use an MPLS based VPN from a service provider.

“How do I connect all my sites to allow quick and easy shared access?”

Zynstra offer Advanced file system caching using Microsoft Branch Cache. This solution also requires the multi-site support option to be implemented and customers must have a Windows Enterprise client license to benefit from this feature.

“What do I have to have available on site to host the appliance?”

Basic requirements include somewhere to locate the physical server on-site, 2 (single server) to 3 (clustered pair) IP addresses. Your accredited partner will be able to fully advise following their consultation with you. Rack appliances should be industry standard 4 post rack with unthreaded square holes 19” wide with rail depth between front and back of between 640cm and 860cm. The rack must have at least 2U of free space for standard appliances or more for clusters.

Frequently Asked Questions (Product & Management continued)

“Can I invoke local backup of the Appliance?”

Local backup to another local device is not a service provided automatically by Zynstra. We would always recommend automating an offsite backup to a cloud service unless your local internet bandwidth can not be accessed at an appropriate level to achieve this. During the site survey we would assess your backup requirements fully.

“Do I still need a separate Backup service?”

No. The Appliance manages local backup of data and also maintains a back-up of Office 365 files and Mail as standard. An optional extra exists, that for a small monthly fee you can additionally back up the data to Microsoft Azure with a predicted, reported recovery time. in the event of a local site issue preventing local access to data. You can cancel any third party Back Up service and save money.

Office 365 Versions Supported

Zynstra Supports Integration with the Following Office 365 Editions

Business	Enterprise	Education	Government	Not for Profit
Mid-sized Business	Enterprise E1 Enterprise E2 Enterprise E3 Enterprise E4	Education A2 Education A3 Education A4	(Plan E1) for Government (Plan E3) for Government	Enterprise E1 for Nonprofits Enterprise E3 for Nonprofits

Zynstra DOES NOT Support Integration with the Following Office 365 Editions

Home	Small Business	Exchange	SharePoint
Home Premium Office Home & Student 2013 Office Home & Business 2013 Office Professional 2013	Small Business Small Business Premium Small Business for Nonprofits Small Business Premium for Nonprofits	Exchange Online Plan 1 SharePoint Online Plan 2	SharePoint Online Plan 1 SharePoint Online Plan 2