

Backup as a Service (BaaS)

Service Description

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1. Introduction

Contour Cloud Backup as a Service (BaaS) enables you to rapidly recover your data from the Contour Cloud. We guarantee your recovery times, and back them with your choice of a 4-hour or 24-hour Service Level Agreement (SLA). Contour will provide the backup software and cloud storage, so you can instantly recover files from our secure, purpose-built cloud.

1.1 Contour Cloud

Contour Cloud is owned and operated by Contour Data Solutions. Contour Cloud is built on enterprise grade platforms and deployed across four data centers in North America. Contour Cloud provides consistent networking and security for applications running on-premise or in the cloud. Our platform utilizes a single management console, *Cinch*, and a common application programming interface. Contour Cloud offers numerous benefits including:

- **Micro-Segmentation Security Policies** Contour Cloud provides control over East-West traffic between native workloads running in private and public clouds. Security policies are defined once and applied to workloads. These policies are supported in multiple, regions and support a multi-cloud strategy. Policies are dynamically applied based on a rich set of constructs, such as workload attributes and user-defined tags. Rogue or compromised workloads can also be automatically quarantined.
- **Network Control and Portability** Contour Cloud provides consistency and control over network policies, while also offering portability. Precise control is given over networking topologies and addressing, providing capabilities such as stretching subnets across availability zones. Provisioning and management of networking and security policies across cloud accounts can be greatly simplified and standardized through the use of templates.
- **Increased Visibility Across Clouds** Contour Cloud improves visibility and analytics for native workloads in the cloud using existing and familiar network management tools.
- **Consistent operations** Contour Cloud brings a standardized and consistent operational model to applications running natively in public clouds. A single management console and common APIs allows cloud teams to simplify their operations and scale across a growing number of public cloud environment leveraging existing automation tools. Existing Day 2 operations tools can be used to provide end-to-end monitoring, troubleshooting and auditing.

1.2 CINCH

CINCH is Contour Cloud's proprietary automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud data. **CINCH** makes it easy to find information, manage your account and instantly connect with your Contour team. **CINCH** components include:

- **CINCH Dashboard** provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.
- **CINCH Solutions Center** provides real-time status of your active components, ability to manage your components and add additional components on the fly.
- **CINCH Management Center** provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.

- **CINCH Security Center** provides you the insight to see all your security patches and KPI data.
- **Contour Cares Support** provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.
- **CINCH SLAs** provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.

1.3 Technical Documentation and Training

An on-boarding process may be provided for all of our clients when requested. Documents, training and hand-on training outlining key concepts with usage examples are available.

1.4 Legal Terms

Use of the Contour Service Offerings is subject to the Terms and Conditions of the Master Managed Services Agreement (MMSA)

1.5 Service Support

Contour Cloud Network Operations Center (NOC) will provide support for problems that you report, related to our cloud offerings. The NOC can be reached via the Cinch Portal. Support will be provided to any client with an active subscription.

2. Contour BaaS Service Options

Contour Cloud Backup as a Service (BaaS) offering has two types of service:

- **OnDemand** service provides secure backup and recovery capabilities that enable you to protect important virtual and physical workloads by replicating to and recovering from the Contour Cloud. The OnDemand service stores your data on high-performance, always available storage for the fastest Recovery Time Objective (RTO)
- **Archive** service provides secure, backup and recovery capabilities that enable you to protect virtual and physical workloads with longer retention requirements by replicating to and recovering from the Contour Cloud. The Archive service stores your data on standard-performance, always available storage for low cost archive, cloud storage. Service Level Agreement are defined by Recovery Time Objective (RTO).

2.1 Service Objects

All Service offerings includes the capability to access these objects and manage them to align with different consumption and administrative models:

- **Backup Software** backup and recovery software for virtual and physical workloads
- **Networks** secure SSL gateway or VPN connectivity
- **Storage** scalable, cost-effective, and resilient cloud-based storage
 - **High-Performance Storage**
 - **Standard-Performance Storage**

The following outlines Contour's roles and responsibilities in the delivery of the BaaS. While specific roles and responsibilities have also been identified as being owned by you, any roles or responsibilities not contained in this document are either not provided with the service or assumed to be your responsibility.

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SHAPING THE FUTURE OF DATA MANAGEMENT

2.2 Service Provisioning

Contour may provide the following provisioning services:

- Implementation of service objects (backup software, Storage, and network) needed to support contracted offsite backup requirements.
- Enabling a secure SSL gateway via Cloud Connect.
- Creating the initial administrative user accounts in the Contour Cloud Cinch portal.

Customer will be responsible for the following provisioning services:

- Providing corporate resource assistance for establishing connectivity to Contour Cloud.
- Providing complete list of systems included in the BaaS offering. List includes system name, storage and RPO/RTO requirements.

2.3 Monitoring and Management

Contour may provide the following services with respect to Monitoring:

- Monitoring and Management of the Contour Cloud BaaS infrastructure, infrastructure networks, top-layer management and user-management interfaces, and compute, storage, and network hardware for availability, capacity, and performance.
- Daily monitoring of the backup process to ensure all necessary data is replicated to the Contour Cloud in a consistent state acceptable for recovery in the event of data loss.
- Daily health checks with identification of trends including growth and recovery readiness.
- Support in a recovery request scenario to recover data from the Contour Cloud.

Customer will be responsible for the following services with respect to Monitoring:

- Monitoring and Management of backup copy jobs at the source site.

2.4 Service Offering

As part of this Service Offering, Contour may provide:

- 24x7x365 access to Contour Recovery Experts

Customer is responsible for:

- Subscribing to Contour Cloud BaaS as a core subscription and selecting the number of virtual machines and Cloud storage to meet your requirements.
- Ensuring the appropriate network connectivity type and bandwidth is available between your production environment and the Contour Cloud to support backup requirements.
- Configuring VMs for protection in the Contour Cloud BaaS subscription and defining a corresponding recovery time objective per machine.
- Implementing and executing any recovery tasks that extend beyond the scope of the Contour Cloud BaaS Service Offering and recovery of VMs as the prime service boundary.
- Managing your environment after its been recovered from the Contour Cloud.

Additional Items regarding your Contour Cloud BaaS Service offering:

- You may purchase additional capacity to satisfy storage requirements that exceed original amount of capacity based on actual consumption.
- You may purchase a managed services contract from Contour to assist you in all aspects of your service

2.5 Change Management

Contour may provide the following change management elements:

- Processes and procedures to maintain the health and availability of the Contour Cloud Administration Console or Contour Cloud service components. Please see the Service Level Agreement for maintenance schedules.
- Processes and procedures to release new code versions, hot fixes, and service packs related to the Contour Cloud Administration Console, or Contour Cloud service components.

Customer is responsible for:

- Management of changes to your VMs, operating systems, custom or third-party applications, and administration of general network changes within your control.
- Administration of self-service features provided through the Contour Cloud user consoles, up to the highest permission levels granted to you. Including but not limited to VM and domain functions, and general account management, etc.
- Cooperating when planned and emergency maintenance is required.

2.6 Security

The end-to-end security of Contour Cloud is shared between Contour and you. Contour will provide security for the aspects of the service over which it has sole physical, logical, and administrative level control. You are responsible for the aspects of the service over which you have administrative level access or control. The primary areas of responsibility between Contour and you are outlined below.

Contour will use commercially-reasonable efforts to provide:

- **Physical Security:** Contour will protect the data centers housing BaaS from physical security breaches.
- **Information Security:** Contour will protect the information systems used to deliver BaaS for which it has sole administrative level control.
- **Network Security:** Contour will protect the networks containing its information systems up to the point where you have some control, permission, or access to modify your networks.
- **Security Monitoring:** Contour will monitor for security events involving the underlying infrastructure servers, storage, networks, and information systems used in the delivery of BaaS for which it has sole administrative level control over. This responsibility stops at any point where you have some control, permission, or access to modify an aspect of the Service Offering.
- **Patching & Vulnerability Management:** Contour will maintain the systems it uses to deliver the Service offering, including the application of patches it deems critical for the target systems. Contour

will perform routine vulnerability scans to surface critical risk areas for the systems it uses to deliver the Service Offering. Critical vulnerabilities will be addressed in a timely manner.

Customer should address:

- **Information Security:** You are responsible for ensuring adequate protection of the information systems, data, content or applications that you deploy and/or access on BaaS. This includes, but is not limited to, any level of patching, security fixes, data encryption, access controls, roles and permissions granted to your internal, external, or third-party users, etc.
- **Network Security:** You are responsible for the security of the networks over which you have administrative level control. This includes, but is not limited to, maintaining effective firewall rules, exposing communication ports that are only necessary to conduct business, locking down promiscuous access, etc.
- **Security Monitoring:** You are responsible for the detection, classification, and remediation of all security events that are isolated with your BaaS account, associated with VMs, operating systems, applications, data, or content, surfaced through vulnerability scanning tools, or required for a compliance or certification program in which you are required to participate and which are not serviced under another Contour security program.

2.7 Scenarios

Scenario 1: OnDemand

This service provides secure, backup and recovery capabilities that enable you to protect important virtual and physical workloads by replicating to and recovering from the Contour Cloud. The OnDemand service stores your data on always available, storage for the fastest Recovery Time Objective (RTO).

Scenario 2: Archive

This service provides secure, long term retention backup and recovery capabilities that enable you to protect virtual and physical workloads by replicating to and recovering from the Contour Cloud. The Archive service stores your data on standard-performance, always available, storage for low cost, cloud storage. Service Level Agreement are defined by Recovery Time Objective (RTO).

2.8 Optional Services

- Additional bandwidth
- Dedicated bandwidth
- Local Backup Device
- Managed Services