

Overview

Cobweb's Acronis Backup Cloud service is a comprehensive, yet simple, flexible and cost-effective cloud backup solution.

Acronis Backup Cloud is an easy-to-use, cloud backup storage solution that enables companies to backup files, folders, applications, mobile devices or an entire PR or server, safely and securely, with all data stored up to a secure Tier IV and SSAE 16 certified UK-based datacentre to provide peace of mind.

1. Key Benefits

For your business:

- Solves data protection needs quickly
- Aids business continuity with complete backup and quick and easy restoration
- Aids in protecting your IT infrastructure from Ransomware attacks
- Protect your users' Mobile devices
- Recover anything from an individual file to an entire server with ease
- Restore systems to different hardware without worrying about compatibilities
- Smart backup features reduce network consumption, storage costs and impact during business hours

For your users:

- Easy recovery through web portal
- All files are protected from data loss
- Recover lost email
- Reassurance your data and system is backed up

2. Features and functionality

- Quickly restore backups to any machine, regardless of platform
- Backup and restore files, configurations, applications, or an entire system to the same hardware, to different hardware, or to a virtual server
- Critical backup data can be encrypted with industry-standard 256-bit AES algorithm
- Data transmissions are performed over a 2048-bit SSL-encrypted channel by default
- File and disk image backup
- Deduplication can be run to minimise data movement and maximise utilisation of storage and network infrastructure
- Store your backups in the Acronis UK datacentre
- Combine local disks, attached storage, network storage, and/or cloud locations to minimize your storage costs and provide multiple recovery options
- Any-to-any migration :-
 - Physical to virtual machine
 - Virtual to physical machine
 - Virtual to virtual machine
 - Physical to physical machine
- Virtual VMware/Hyper-V/RHEV/Linux KVM/XenServer/Oracle/VM Azure Servers
- Backup of user mobile data from iPhone, iPad, and Android mobile devices.
 - Contacts, Photos, Videos, Calendars, Texts (Android only), Reminders (iOS only)

3. Supported platforms and Operating Systems

Microsoft Windows

- Server 2012/2012 R2
- Server 2008/2008 R2
- SBS 2003/2003 R2/2008/2011
- MultiPoint Server 2010/2011/2012
- Storage Server 2008/2008 R2/2012/2012 R2
- Windows10/8.1/8/7

Linux

- Red Hat EL 5.x and 6.x
- Ubuntu 12.04 – 13.10
- Fedora 18 – 20
- SUSE SLES 10 and 11
- Debian 6 – 7.5
- CentOS 5.x and 6.x
- Oracle Linux 5.x and 6.x
- Any other x86/x64 Linux with kernel from 2.4.20 to 3.13 and glibc 2.3.2 or later

Virtual Hypervisors

- VMware vSphere (ESXi) 3.5r2, 4.0, 4.1, 5.0, 5.1, 5.5
- Microsoft Windows Server 2008/ 2008 R2/ 2012/ 2012 R2 with Hyper-V
- Microsoft Hyper-V Server 2008/2008 R2/2012/2012 R2
- Microsoft Azure
- Citrix XenServer
- Red Hat
- Enterprise Virtualisation 2.2, 3.0
- Linux KVM
- Oracle VM Server for x86

Mobile Devices

- iOS 8 or later
- Android 4.1 or later

4. Administration

Administration is provided through Cobweb's web-based Control Panel and the Acronis service portal.

Functionality available to customer administrators through Cobweb's Control Panel includes:

- Add new users
- Edit existing users' storage quotas
- Disable user accounts
- Order additional services.

Functionality available through the Acronis service portal includes:

- Configuring new back up plans
- Amending current plans
- Changing back up schedules
- Restoring data to current or new devices
- Back up user reports
- Usage reports

5. Standard Service Options

Service Name	Service Description	Allowed Devices	Included Storage (GB)
Acronis Mailbox Backup	User level backup of Hosted Exchange or Office 365 mailboxes	1	Unlimited
Acronis Unlimited User Backup (Per user)	Users can protect all of their data across mailbox, PC, phone and tablets for a simple, fixed per user per month price	3 (no VMs /Servers)	Unlimited
Company Backup - 100GB	Up to 100GB across multiple devices/servers	Unlimited	100
Company Backup - 500GB	Up to 500GB across multiple devices/servers	Unlimited	500
Company Backup - 1TB	Up to 1TB across multiple devices/servers	Unlimited	1,000
Company Backup - 5TB	Up to 5TB across multiple devices/servers	Unlimited	5,000
Company Backup - 10TB	Up to 10TB across multiple devices/servers	Unlimited	10,000
Company Backup - 25TB	Up to 25TB across multiple devices/servers	Unlimited	25,000
Acronis Backup - Per GB	No commitment - consumption backup	Unlimited	1

Storage Flexibility

- Acronis Backup Cloud offers flexible storage limits.
- You are able to upgrade to a higher storage limit at an additional cost if you are reaching storage capacity on your existing package.

6. Security

Backup Cloud stores all data in Tier IV designed, SSAE 16 certified datacentres.

The architecture is optimised for performance, non-disruptive maintenance and service reliability providing the highest availability and maximum data security. The high-end storage equipment is located in a physically secured data centre for optimum business continuity and uptime of the service.

- The delivery of the Backup Cloud is controlled by Acronis' ISO27001 Information Security Management policies and procedures.
- Backup Cloud service includes robust security technology, using 256-bit AES encryption in transit and rest, 2048-bit SSL certificates to ensure data is optimally protected.
- The network security at the data centre is enhanced by multiple resilient firewalls.

7. Access Methods

Access to Backup Cloud is available via the web-based client which allows users to retrieve any backed up file from any internet connected PC. Users must provide their identification credentials to access the service portal.

8. Service Term

Acronis Backup Cloud has a minimum term of 12 months from the date the service is first activated.

9. Service Restrictions

Unlimited user backup plans are licenced for a single named user only to be able to back up their multiple devices in one location. These licences do not include servers.

10. Data Ownership

Data is stored within Tier IV designed, SSAE 16 certified datacentres at all times and remains the property of the customer.

In the case of service termination, all customer data will be deleted from the live service infrastructure following the 30-day cancellation notice period. Cobweb takes no responsibility for the content of data uploaded.

11. Data Restore

All backed up data can be easily restored from the web-based client. The actual restore times will depend on the speed of your connection.

12. Storage Quota 'Over Usage'

Any backup which breaches its storage quota is automatically put into an over usage status. When in this status no further backups will take place until additional storage is purchased and applied to the relevant backup plan.

13. Service Trials

Service trials are offered free of charge for a period of 30 days. Any data left on the trial at the end of the 30-day term will be deleted. Cobweb takes no responsibility for the content of data uploaded.

14. Service Level Agreement

Service Provisioning

It can take up to 3 working days (exc. Weekends and Public Holidays) from delivery of the signed order form for this service to be activated to allow the customer to provision backup services

Service Availability

Acronis will use commercially reasonable efforts to ensure that the service is available at all times. In the case that availability of the service "Service Availability" is below 99.9% in a calendar month, the customer is eligible for the following service credits

Service Availability in a Calendar Month	Service Credit
<99.9%	25%
<99.5%	50%
<99%	75%
<98%	100%

For the avoidance of doubt: Service Availability means the total number of minutes in a calendar month minus the number of minutes if service outage suffered within a calendar month, divided by the total number of minutes of that calendar month. Unavailability of the service during scheduled and unscheduled maintenance is excluded from this calculation

Service Credit Claims

Customers may make claims under the Service Level Agreement by writing to Cobweb (including by email). Such notice should include the incident references provided by the Service Desk during the current SLA Report Period. Any claim must be made within 1 month of the end of the Billing Period in which the period of unavailability has been exceeded, and sent either:

by post to: Cobweb Solutions Limited, Delme 3, Delme Place, Cams Hall Estate,
Fareham, Hampshire, PO16 8UX

by email to: support@cobweb.com

Maintenance

Acronis will perform a weekly system maintenance routine every Tuesday from 7:00AM until 8:00AM CET. During scheduled maintenance windows service availability and performance may be impacted

Unscheduled Maintenance

Unscheduled maintenance may be required beyond the weekly maintenance window. Acronis will notify Cobweb where possible 12 hours in advance of any unscheduled maintenance. Cobweb will endeavour to notify customers by email of any unscheduled maintenance where an outage may occur

Support

Cobweb will provide support for purchasing and licence assignment issues as well as support for platform issues in conjunction with Acronis. Cobweb will act as on behalf of the customer with Acronis. Cobweb will keep the customer up to date with support cases through to resolution

Installation and configuration support

Installation and configuration support for the product can be found here:

<http://kb.acronis.com>

<http://www.acronis.com/support/documentation>

Service Desk

The Cobweb Service Desk provides a single point of contact for Customer Administrators for service support. The Service Desk will respond to support requests during core working hours (08:00 hrs to 18:00 hrs GMT time zone, excluding weekends and UK public holidays) for severity 2,3,4 calls logged via the customer portal, email, telephone. For severity 1 cases the Service Desk will respond 24x7. On logging a call with the Service Desk for assistance a ticket will be logged in our ITSM system and a ticket reference number provided

It is the customer's responsibility to provide the following information to Cobweb to ensure that any platform issues are assigned the correct severity

- Brief description of the issue including details of setup and configuration
- Build number of product installed
- Any steps that enable re-creation of the issue
- Desired outcome or action you desire from the product
- Any screenshots of the issue

Cobweb will use the following matrix to determine the severity of the case:

Severity	Definition
Severity 1	Backup Systems are down or non-operational in key aspects, e.g. backup creation, data recover, significant performance degradation preventing backup core functions, causing critical disruption to business operations
Severity 2	Major product functionality doesn't work, e.g deployment, validation, product installation failure
Severity 3	Product functionality is impacted, but most operations continue e.g. product performance / compatibility
Severity 4	Product functionality is not impacted.

Severity level	Response time	Target Temporary solution	Permanent solution
Sev. 1	≤ 5 hours	≤ 1 day	15 business days
Sev. 2	≤ 5 hours	≤ 2 days	20 business days
Sev. 3	≤ 10 hours	≤ 3 days	30 days
Sev. 4	≤ 24 hours	n/a	Next release

All customers using the Acronis service are subject to the Acronis EULA found [here](#).