

# SERVICE DESCRIPTION FOR

Assured Data Protection

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### Assured Data Protection Overview

Assured Data Protection Inc. (Assured) brings over 100 years of working experience specializing in the Data Protection market. Assured leverages that extensive experience protecting the data of the largest enterprises and the smallest, most remote, offices, to bring the best of breed Data Protection and Business continuity services to its customers. Industry and regulatory changes continue to push data into the spotlight and increase the pressure for availability. Assured's breadth of scope sets it apart from point products and solutions, providing the confidence its customers need to know their business is protected.

### Rubrik Overview

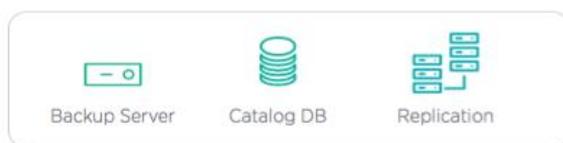
Rubrik redefines data management capabilities throughout the data lifecycle from creation to destruction. Enabling simple control over data retention, recovery, and discovery, Rubrik packages best-in-breed capabilities in a single solution with an industry first Converged Data Management Platform. Combining backup software and globally de-duplicated storage into a single, scale-out fabric allows Rubrik to scale horizontally to thousands of nodes.

Based in Palo Alto, CA, Rubrik collapses backup software, catalog management, replication, and de-duplicated storage into a single appliance. Distributed architecture means data protection and management services scale in-line with your production workloads to maximize efficiency and deliver near zero recovery times at scale. Global file search capabilities within Rubrik extends the reach of an IT administrator into their backup platform to satisfy the most challenging restore and compliance requirements.

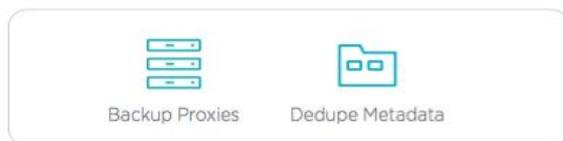
### Converged Data Management Platform

Rubrik combines backup software and globally deduplicated storage into a single scale-out fabric to form the industry's first converged data management platform. Distributed design allows for horizontal scale out capability to thousands of nodes to support the largest backup environments.

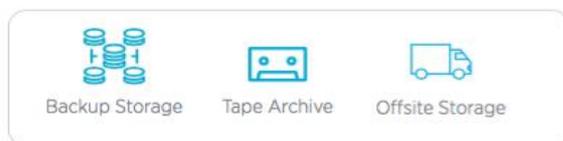
#### Data Services



#### Proxy Tier



#### Media



Rubrik converges backup software and globally deduplicated storage into a single, scale-out fabric.



**Software Convergence:** Management, media servers, data pools, and metadata cataloging are all converged into a single platform.

**Simplicity:** Intuitive UI that displays the most immediately relevant data to the IT Admin, reducing time spent managing backups.

**Scale-out:** Distributed architecture like that used by Google, Facebook and Amazon, allows the platform to scale simply and easily by adding nodes. Forklift upgrades and load balancing across nodes is no longer required, freeing admins to focus on more important projects.

**Efficiency:** Integrating deduplication as a core function, Rubrik makes the most efficient use of both local storage, as well as tiered object storage as only the needed files and data are stored and transferred throughout the ecosystem.

### Key Features & Topology

Rubrik delivers backups, instant recovery, replication and archiving as key features of the converged data fabric. Rubrik removes the traditional 'backup job' setup with policy driven management; admins can automate the protection of their entire virtual estate through a handful of policies that ensure SLAs are met.

### Protection

**Flash-optimized Ingest:** Ingest large volumes rapidly, minimizing impact to production and eliminating application stun for highly transactional apps.

**Scale-out Deduplication:** Maximize storage efficiency with global deduplication across the platform and extended to the cloud.

**App-Consistent Snapshots:** Take application-consistent snapshots for Microsoft Exchange, SharePoint, SQL Server, Active Directory and Oracle RDBMS

### Encryption:

- **Inflight:** Data transmission between nodes in a secure cluster is encrypted with the Transport Layer Security (TLS) protocol, preventing attackers from access to the transmitted data even when the transmission is intercepted.
- **At Rest:** Assured replication clusters secure data with the Advanced Encryption Standard (AES) symmetric-key algorithm, using a 256-bit key length (AES-256).

**Immutable Backups:** Data stored in the Rubrik Filesystem is unable to be altered once it is written, ensuring that backup data cannot be changed once committed.

### Management

**Policy-based Management:** click to assign out-of-the-box SLA policies to protect your VMs. Additionally, create custom SLA policies for snapshot capture frequency, retention duration, and data location to meet the needs of your business.

**Unified Console:** Manage your data through responsive and modern web console, delivering clear visibility into VM protection status, snapshots, SLA policies, storage usage, ingest throughput, and more.

**Compliance Reporting and Alerts:** Track SLA compliance, backup tasks and system capacity. Detailed reporting and notification for process workflow and ease of management.

### Recovery

**Instant Recovery:** Instantly recover VMs and application by mounting directly from Rubrik to your virtual environment. No rehydration or data copying to be back online.

**Global Real-Time Search:** Instantly search for files across all snapshots with predictive search that delivers suggested search results as you type.

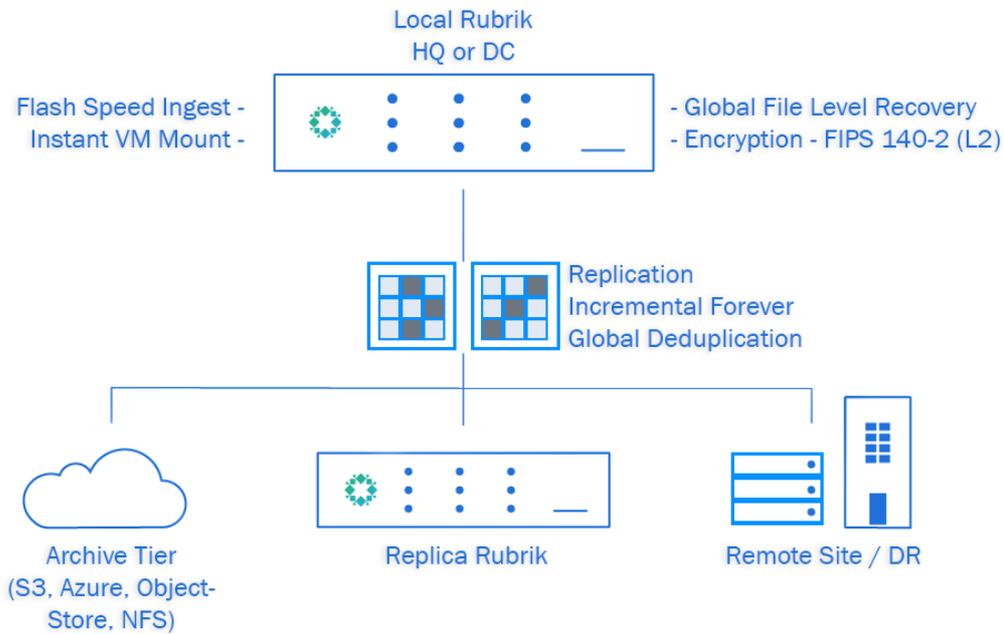
## EXHIBIT 1

### DESCRIPTION OF SERVICE

**Summary**

Managed Rubrik and archiving provided by Assured combines multiple components into a single platform service. Each component leverages modern, scale-out, technology to grow linearly with the growth of the Client’s business demands. Delivered as a monthly service, the Assured components are delivered as a hosted solution connected to the Client environment via secure layer 3 protocols.

**Deployment Diagram**



**Components**

<p><b>Management Appliance</b></p>	<p>Assured provided (separate from Rubrik appliance) 1U appliance deployed to customer premises for the purpose of monitoring and management of the Rubrik Solution</p>
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**Network Connectivity Requirements**

*Internet Connectivity*

Requires routable Internet connectivity via HTTPS

Recommended minimum 1Mbps of Internet for every 100GB of data stored on the source Rubrik. Additional bandwidth required for archive consolidation option.

**Management and Support**

*Initial Install and Configuration*

Archiving platform will be connected at the Assured location via object storage. The Client will be engaged to enter and establish the archiving encryption key at the time of setup.

*Ongoing Support*

Assured will provide ongoing support for the components of the services. Support issues discovered by the Client will be emailed to the support email address below. Client will have access to the Assured web-

based help desk for submitting tickets as well. Client will supply users who have access to the helpdesk portal and who is authorized to request changes on the platform.

**Support Email Address** [globalsupport@assured-dp.com](mailto:globalsupport@assured-dp.com)  
**Standard Support Hours** 24 hours a day, seven days a week

*Included Support Services*

<b>Service</b>	<b>Description</b>
Rubrik Solution Support	All Rubrik software updates <ul style="list-style-type: none"> <li>• Assured receives “early release” code up to six (6) months prior to GA</li> <li>• All upgrades run in our lab before recommended deployment</li> <li>• Customer is briefed on new features, changes, improvements, bug fixes prior to update</li> <li>• Actual update is pre-scheduled with the customer</li> </ul> Rubrik backup activity <ul style="list-style-type: none"> <li>• “Best practice” assistance is provided during backup activity setup to include retention and archive policy creation</li> </ul> Trouble Ticketing <ul style="list-style-type: none"> <li>• Assured provides Tier I/II support</li> <li>• Assured manages any Tier III (Rubrik) trouble tickets on behalf of customer</li> </ul> New user training as required Proactive quarterly business reviews Customer access to Assured “ProtectView” monitoring solution
Availability Monitoring	24/7 Monitoring of Rubrik appliance <ul style="list-style-type: none"> <li>• Uptime</li> <li>• Performance availability</li> <li>• Error and logging</li> <li>• Backup success/failure</li> </ul> Archive target availability
Capacity Monitoring	<ul style="list-style-type: none"> <li>• Capacity monitoring of Rubrik appliance</li> <li>• Daily alerts at and above 85% capacity</li> <li>• Archive consumption - monthly</li> </ul>
Reporting	Daily Report <ul style="list-style-type: none"> <li>• Backup activity reporting</li> </ul> Backup activity failure alert <ul style="list-style-type: none"> <li>• Customer is notified as soon as our solution discovers a problem. The Assured management appliance polls the Rubrik once every five (5) minutes</li> </ul>

**Pricing for Components**

Components for Assured services are billed based on the following methods as described in the table below

Part	Description	Pricing
Management Appliance	Assured 1U appliance deployed to customer premises for the purpose of monitoring and management of the Rubrik Solution	Per Month, and based on the number of Rubrik Nodes under management