

OFFICE 365 SERVICE DESCRIPTION

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 to protect 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.

Solution Overview

Email and collaboration tool data disasters happen every day. That is why data backup is a critical and necessary element to protect your business from the many threats that can cause data loss, including ransomware, accidental or malicious deletion of emails by employees, file corruption or even hardware failure. Assured's O365 protection suite provides the best-in-class solution for securely backing up, managing, restoring and protecting O365 emails, attachments, contacts, tasks, calendars and files in the cloud including Exchange Online SharePoint, OneDrive, Groups and Teams.

Key Features

Assured O365 data protection is available in two configurations: Comprehensive Protection and Protection Plus Compliance and Archive. Comprehensive O365 Data Protection Includes:

- Automated backups
- Download, restore & migrate capability
- Unlimited storage
- Unlimited retention
- Per seat pricing
- No ingestion fees
- Exchange Online backup
- SharePoint backup
- OneDrive backup
- Groups backup
- Teams backup
- Advanced search
- Insights BI email analytics
- One-Click restore & download
- Supports GDPR, HIPAA & FINRA compliance frameworks
- 256-bit advanced encryption

Compliance and Archive O365 service includes all of the features above and adds the following email compliance capabilities:

- Mailbox journaling
- eDiscovery of Electronically Stored Information
- Advanced Alerting
- Content Tagging

- Retention Policies
- Legal hold
- Tamper-proof audit log
- Automated Review Process

Assured Service Options

Comprehensive O365 Data Protection

Assured's Comprehensive level service includes all of the required functionality to protect your O365 environment. The solution is sold by the defined User and is not metered for storage. Coverage includes all aspects of the O365 mail system (email, attachments, contacts & calendars) as well as SharePoint, Groups, Teams and OneDrive. Online Exchange can be protected, as can G Suite Mail and most IMAP/POP 3 email servers.

Compliance and Archiving O365 Data Protection

This solution enhancement includes all aspects of the Comprehensive Protection offering but adds capabilities that support electronic discovery requirement such as content tagging based on defined searches, legal holds, and auditing review controls.

Key Archiving and eDiscovery Components

Easily Collect Data Across Ecosystems: One of the most important features in a good eDiscovery solution is being able to consolidate data across many ecosystems into a central collection point for easier access and search. It can be difficult and time-consuming to try to find data across systems such as Exchange Online, SharePoint, Calendars, Groups, Teams files and more. Using a cloud-based centralized repository for all data no matter where it resides greatly improves the ability to comply with legal requirements for eDiscovery, legal holds and more.

Provide Maximum Data Security: Providing maximum data security means only authorized users have access to admin or eDiscovery, via the in-build Role Based Access Controls that can be interlinked with Azure Single Sign On (ASSO). Role-based privileges are critical for enabling appropriate user access to data, including enabling third party access to sensitive archived data. Solutions that easily enable role-base permissions and the flexibility to grant access to external users is an important part of any eDiscovery solution.

Additional Compliance Tools: Assured O365 Compliance and Archiving option includes the following capabilities:

eDiscovery Tools: Create advanced "and/or" search queries on email accounts, data ranges, from/to/cc/bcc fields, keywords and more. Any defined field in the mail system can be searched against and sorted on.

Alerting: Create persistent alerting rules for discrete users or groups of users

Tagging: Filter, collect and quarantine mail based on specific words or phrases

Retention Rules: Build specific retention rules for individuals or groups

Legal Hold: Lock mail items and restrict access to authorized users

Audit Log: Retained documentation of users who have reviewed specific eDiscovery items

Review Process: Provides a framework for internal and 3rd review.

Journaling: Journal archiving protects all inbound, outbound and internal email so that they cannot be altered. Assured's O365 Protection solution gives business and IT managers the power to use journaling to record all electronic communications and related digital assets in their organization in the event they need to be accessed for legal or regulatory reasons.

Assured Data Protection Service Delivery

Installation and Initial Configuration

Assured Engineers perform the installation and initial configuration in cooperation with the customer. Installation and configuration time is generally considered to be less than a half day of time if all the required prerequisites are available.

Customer Provided Information

The customer is required to provide information and resources required to make the installation go smoothly. Detailed in Appendix A, this information is critical to ensuring that an installation can be performed without delay.

Data Protection Service Deployment

Installation of the Assured Data Protection Managed Solution is performed in conjunction with an Assured Engineer via remote connection or on the customer premise. Ensuring that all steps are completed properly, the Assured engineer will leverage the installation checklist and the RACI matrix provided in Appendix B.

Target time to complete the installation is estimated at around 1-3 hours, but it is advised for the customer to clear the day in the event there are any unexpected issues or if all the information required to complete is not able to be obtained within the time allotted. The below list is an abbreviated version of the checklist that provides a baseline of what will be completed during the installation. These tasks will be performed by the Assured Engineer with the customer engineer on hand as a training exercise.

- 1) Create and Login to the Office365 Backup Account
- 2) Connect the customer Office365 tenant to the backup account
- 3) Assign the users that need to be backed up
- 4) Educate the customer on the use of the interface

Steady State Operation

Steady state operation is considered achieved once all initial backups have been successfully started.

Help Desk Support and Ticket Submission

Tickets are submitted to the Assured Global Support Desk to receive support and are handled in accordance with Appendix C, Support Guidelines. Technical Account managers, generally

the installing engineer, are also engaged for any support issues to ensure that tickets are worked to satisfactory completion.

Update and Patch Management

Upgrades to the solution are applied directly to the SaaS platform. Assured will notify customers of all upcoming upgrades and work with the customer to ensure minimum operational impact is experienced.

Service Name	O365 Backup as a Service
Outline Service Description	ADP managed service provides a data protection solution for O365 applications.
Service Element Deliverables	
Point of Service delivery	SaaS based platform controlled through secure web interface.
Service Element Deliverables	<p>The service will include:</p> <ul style="list-style-type: none"> • O365 Email Backup – Backup 12 times a day • SharePoint and Team Groups – Backup 3 times per day • OneDrive, Contacts, Calendars and Tasks – Backup 1 time per day. • Backup and archiving for advanced search, user management, insights and analytics, journaling and compliance tools • Industry standard high levels of encryption • Billed on a per seat basis includes storage • Data resides outside of Microsoft Azure/O365 • GDPR Ready
Service Element Measures	
Coverage	Incidents, change and problem reporting: 24 x 365
Availability	Solution will have a target uptime of 99.9%

Appendix A: Customer Provided Information

Customer Action	Description
Credentials	A user account with Group Administrator Permissions will be required to make the initial connection (Appendix B)

Appendix B: RACI matrix

RACI = Responsible; Accountable; Consulted; Informed

Description	Assured DP	Customer
Design and Planning		
Document the design	RA	CI
Set schedule and Milestones	RA	CI
Provide technical resource for solution	RA	I
Provide technical resource for customer environment	I	RA
Provide business resource for customer environment	I	RA
Implementation		
Perform initial setup and configuration of backup system	RA	CI
Train customer on the usage of the backup system	RA	CI
Steady State Operations		
Break/fix for backup software	RA	CI
Software updates for backup and monitoring software	RA	CI
Contract Completion		
Notification of non-renewal	I	RA
Provide options for existing data	RA	CI
Select option for existing retained data	CI	RA

Appendix C: Service Guidelines

Overview

The Assured Data Protection Inc. (Assured) Support Guidelines document outlines the support provided by service component across the Assured portfolio. The Support Guidelines documentation is superseded by any called out items in the Master Services and License Agreement.

Severity and Response Guidelines

Severity levels are determined by the level of impact related to the customer’s usage of the Services. Severity level is assigned by the responding engineer based on the described or determined impact based on the initiating event. Customer may request a change in severity if there is a change in the impact during the course of trouble resolution.

Definitions

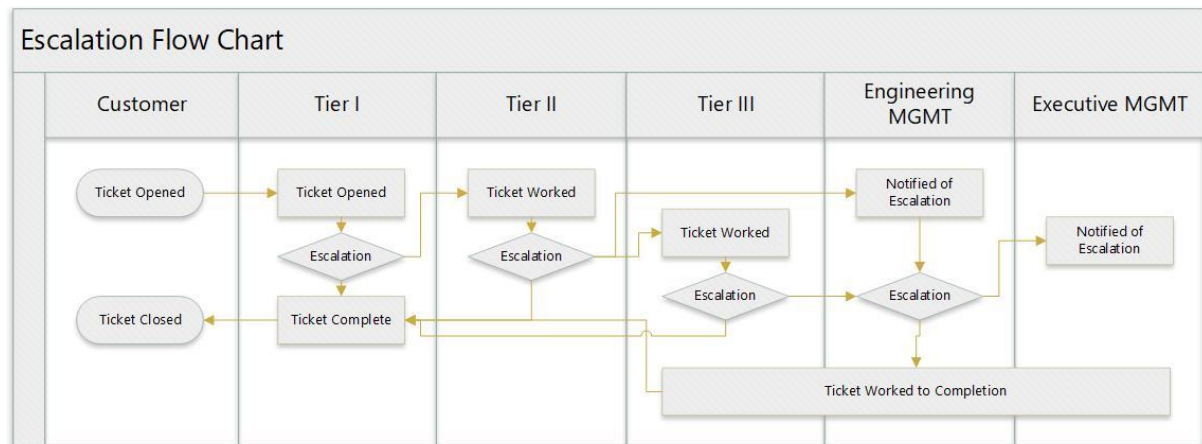
Severity

Severity is defined as the business level impact of the ticketed event. Business impact levels are determined by engineering analysis against the severity levels defined below.

Escalation

Escalation is defined as the increased visibility and urgency to correct a problem as it relates to the amount of time the ticketed event has existed. Escalation does not change the severity of a ticketed event without request by customer or change in the nature of the event. The Escalation path is shown in table below:

Escalation Path



Response Time

Response Time is defined as the amount of time between the initiation of a ticketed event and the confirmation by the Assured-DP support team that the ticket has been received and being worked by an engineer. Tickets can be initiated by programmatic alerting or via direct customer contact through e-mail, telephone, or web-based ticketing.

Severity Levels

Severity	Description of Classification
P1 – Critical	Service unavailable preventing a recovery action or where there is a direct impact to business functionality Examples: 1. Failure to restore an object due to service availability
P2 – High	Service degraded or unavailable with potential impact to business function or capability Examples: 1. Errors across many object backups
P3 – Standard	Service degraded but still meeting continuing service levels Examples: 1. Errors in isolated object backups (single mailbox, team, site etc.)
P4 – Low	Non-service impacting or degraded issue or concern Examples: 1. Routine Configuration change 2. Informational Request

Severity levels are set upon ticket creation by the responding engineer based upon the generated alert or customer request.

Response and Escalation Time Guidelines

Severity	Response Time	Escalation Time
P1 – Critical	Within 60 Minutes	2 hours
P2 – High	Within 90 Minutes	6 hours
P3 – Standard	Within 1 Business Day	24 hours
P4 – Low	Within 2 Business Days	48 hours

Support Contact Information

Assured DP Support Centers operate on a 24/7/365 basis. Customers are encouraged to reach to their account team during normal business hours but can always contact the standard support lines as described below based on the location of the service.

Global Support Desk

US Toll Free	+1-866-318-9787
UK Toll Free	+44 (0)800 060 8385
Global Email	helpdesk@assured-dp.com

US Main Call Numbers

Main Line	+1 (703) 888-4783
Support Email	us-support@assured-dp.com

EMEA Main Call Numbers

Main Line	+44 (0)800 061 4298
Support Email	uk-support@assured-dp.com