

## Service certificate

<b>ServiceID</b>	<b>SRV00077</b>
<b>Service area</b>	<b>Managed Services</b>
<b>Service name</b>	<b>Backup Veeam VMs&amp;BM</b>
Summary	Backup of virtual machines (VM) and baremetal servers
Service level in accordance with SLA documentation	Backup <ul style="list-style-type: none"> <li>• Bronze (10x5xNBD)</li> <li>• Silver (13x6xNBD)</li> <li>• Gold (24x7x4)</li> </ul> Backup restore: <ul style="list-style-type: none"> <li>• *none* (if no restore support is needed)</li> <li>• Bronze (10x5xNBD)</li> <li>• Silver (13x6xNBD)</li> <li>• Gold (24x7x4)</li> </ul>
Annual availability (at least)	99.8%
Scope of services	<ul style="list-style-type: none"> <li>• Backup VM or baremetal server</li> <li>• Provision of the backup licenses</li> <li>• Operation, maintenance, and monitoring of the backup platform</li> </ul>
Service parameters	<ul style="list-style-type: none"> <li>• Number of VMs VMware/Hyper-V</li> <li>• Number of baremetal systems</li> <li>• Backup-to-disk</li> <li>• Backup provision time</li> <li>• Backup capacity in GB</li> <li>• Number of backup jobs</li> </ul>
Power distinction	Backup contents are the customer's responsibility.
Time window for announced maintenance work	8:00 am - 6:00 pm, Monday - Friday
Optional services	<ul style="list-style-type: none"> <li>• Backup planning</li> <li>• Creation and configuration of backup jobs</li> <li>• Backup-to-disk-to-tape</li> <li>• Operation – Troubleshooting backup VM/BM systems</li> </ul>
Framework conditions	The currently applicable license terms of the backup software apply.
Customer's contribution obligations	Provision of the required information for backup planning (e.g., access information based on technical demand, etc.)
Delivery time	Best effort, usually max. 3 working days