

# ComportSecure

## Service Description - Veeam Disaster Recovery as a Service

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Comport SKU: CS-DRaaS-xxx

The purpose of this document is to define the service deliverables and terms and conditions associated with the ComportSecure Service SKU CS-DRAAS-xxx

### 1. CLOUD SERVICES

ComportSecure will provide the service described in this document subject to all terms and conditions as described herein.

#### Service Overview

The ComportSecure Disaster Recovery as a Service (DRaaS) offering provides customers with an enterprise grade solution to deliver a remote disaster recovery site for virtual servers (VMs). The solution will allow protected VMs to be replicated to the ComportSecure IaaS Cloud environment through the use of the Veeam Cloud Connect technology. This offering provides WAN acceleration, unlimited restores and failovers, and 48 hours of run time per year for DR testing. The following tasks will be performed to fulfill this Service.

#### Service Deliverables

**DRaaS Platform** – The ComportSecure DRaaS platform provides a unified portal that allows you to manage the replication of protected items. This solution currently adheres to the following audits, privacy, security, and third-party certifications:

- ISO 27001:2013
- ISO 27018:2019 SOC 2 Type 2
- HIPAA/HITRUST
- All data at rest is protected with 256-bit AES hardware disk level encryption.
- Resources will be immediately available upon execution of your DR plan
- Supports both VMware and Hyper-V

**Cloud Portal** – ComportSecure will provide access to the Virtual Datacenter via the vCloud Director Tenant Portal

- Manage your Application Aware restores
- Full console level access to your vApps, including the ability to transfer files, mount media, and power cycle systems
- Control your NSX Edge Gateway to create site to site VPNs, provision services to the internet, and manage firewall rules

**Monitoring Services** – Included in these services are the following Monitoring Services:

- ComportSecure will monitor the health of the DRaaS environment, storage, and portal
- ComportSecure will provide daily reporting, and customized reports upon request

#### **Optional Services**

- ComportSecure will provide white-glove assistance during a Disaster Declaration
- ComportSecure will perform quarterly tests of your DR plan to ensure success

**Supported Hours** – ComportSecure will provide the services described in this document 24x7 unless otherwise agreed to in writing.

## 2. TERMS AND CONDITIONS

The services described within this Service Description are provided subject to the following terms:

- ComportSecure General Master Agreement
  - o <https://www.comport.com/comportsecure/generalmasteragreement>
- Basic Cloud Services
  - o <https://www.comport.com/comportsecure/basiccloudservices>

## 3. SLA SUPPORT MATRIX

### Service Availability

ComportSecure will use commercially reasonable efforts to make the Service available with an Uptime percentage of at least 99.98%, during any monthly billing cycle.

### Support

ComportSecure will provide support of the service as follows:

Method	Description
<b>Client Portal</b>	Link received when user account is setup within our client portal: <a href="https://ww14.autotask.net/ClientPortal/Login.aspx?ci=305554&amp;accountid=215">https://ww14.autotask.net/ClientPortal/Login.aspx?ci=305554&amp;accountid=215</a>
<b>Email</b>	<a href="mailto:Support@ComportSecure.com">Support@ComportSecure.com</a>
<b>Phone</b>	800-984-9830

### Priority Levels

Level	Description
● <b>P1 / Critical</b>	Systems at one (1) or many Customer site(s) is/are completely unavailable. Affected system(s) cause a significant business impact.
● <b>P2 / High</b>	Systems at one (1) or many Customer sites is/are partially unavailable. Affected system(s) cause some business impact.
● <b>P3 / Medium</b>	Operational performance of Customer site(s) is/are impaired while most business operations remain functional.
● <b>P4 / Low</b>	Customer is requesting information or a logical change that is covered under their Service Description.

### Service Level Parameters

Priority	Service Level Parameter	Acknowledgement
<b>Critical</b>	<b>P1 Incidents - Remote Response Acknowledge Time</b> Total problem reports acknowledged within Service Level	60 minutes

Priority	Service Level Parameter	Acknowledgement
<b>High</b>	<b>P2 Incidents - Remote Response Acknowledge Time</b> Total problem reports acknowledged within Service Level	60 minutes
<b>Medium</b>	<b>P3 Incidents - Remote Response Acknowledge Time</b> Total problem reports acknowledged within Service Level	4 hours
<b>Low</b>	<b>P4 Incidents - Remote Response Time</b> Total problem reports acknowledged within Service Level	Next Business Day