



## Compton Vault on Cloud Backup Solution SLA Document



## Service-level agreement

This Service Level Agreement (SLA) is entered in between, *Customer Name* (CUSTOMER) and *COMPTON INFOTECH (P) LTD*, as of date:\_\_\_\_\_

## Description of Services

**On Premise Only** – All protected systems & its data will be protected to a local device located at CUSTOMER's site. This service DOES NOT protect in the event of site loss.

**Cloud Only** – All protected systems & its data will be protected to a cloud-based datacenter. This service DOES protect in the event of site loss, but will have slower restore times compared to services with an on premise component.

**Hybrid** – All protected systems & data will be protected to a local device located at CUSTOMER's site and then replicated to a cloud-based datacenter. This service DOES protect in the event of site loss, and provides fast local restores.

The service options are covered by this service-level agreement:

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### Service Options

- |  |
|--|
| <input type="checkbox"/> Server Protection                               |
| <input type="checkbox"/> Server Protection with Bare Metal Restore (BMR) |
| <input type="checkbox"/> Virtual Device Failover                         |
| <input type="checkbox"/> Desktop & Notebook Protection                   |
| <input type="checkbox"/> Assisted Restores                               |

## Devices Protected

See attached Exhibit Protected Device List

## Customer Location(s)

1. Customer location 1
2. Customer location 2
3. Customer location 3



## Location of cloud datacenter used for data replication

COMPTON INFOTECH (P) LTD. Datacenter Location ( At Amazon datacenter)

## Responsibilities of COMPTON INFOTECH (P) LTD.

It will be the responsibility of COMPTON INFOTECH (P) LTD. to deliver the agreed-upon services in accordance with the schedules and in the manner agreed within this SLA, and with the performance metrics as stated in this agreement. COMPTON INFOTECH (P) LTD. will generate monthly status reports and deliver to the CUSTOMER.

## Responsibilities of CUSTOMER

It is the responsibility of CUSTOMER to provide necessary support to COMPTON INFOTECH (P) LTD. for the provisioning and maintenance of the services described in this SLA.

Include, but not limited to, the following:

1. Clean & safe work areas for the installation & maintenance of any on-premise equipment
2. Secure area for on-premise equipment with access to clean commercial power
3. Access to CUSTOMER systems & data as needed to perform services described in this SLA
4. Access to CUSTOMER staff as needed during provision of services
5. Prompt feedback to COMPTON INFOTECH (P) LTD. on performance issues to ensure problems are addressed promptly & CUSTOMER expectations are met
6. \_\_\_\_\_



## Acceptable performance levels

For the provision of service described in this SLA, the COMPTON INFOTECH (P) LTD. is will provide service in compliance with the following metrics.

Service Description	Performance Metric
Monitoring of recovery of systems & network	Detect 100% of service disruptions, report within 4hours of detection& remediate within 8 hours of detection
Restore Time Objective (RTO)	<b>Local Data</b> <ul style="list-style-type: none"><li>• Single file restore</li><li>• Complete data restore to single machine</li><li>• BMR of single machine</li></ul> <b>Cloud Data</b> <ul style="list-style-type: none"><li>• Single file restore</li><li>• Complete data restore to single machine</li><li>• BMR of single machine</li><li>• Full site recovery</li></ul>
Restore Point Objective (RPO)	<b>Local Data</b> <ul style="list-style-type: none"><li>• Single file restore</li><li>• Complete data restore to single machine</li><li>• BMR of single machine</li></ul> <b>Cloud Data</b> <ul style="list-style-type: none"><li>• Single file restore</li><li>• Complete data restore to single machine</li><li>• BMR of single machine</li><li>• Full site recovery</li></ul>
Failover to virtual appliance	Failover should take place within 30 minutes of failure of protected machine with all applications & services running & available.
Organization & execution of one (1) annual data restoreperformance test to ensure proper operation of each component of the data protection services described in this SLA.	The test is successful if all components perform within the defined metric related to that component. COMPTON INFOTECH (P) LTD. will provide a report to CUSTOMER detailing the process, findings & any required corrective action resulting from the test.

## Process for resolving performance issues

Any performance issues on the part of COMPTON INFOTECH (P) LTD. will be discussed within twenty-four (24) hours of their occurrence by CUSTOMER. This can be in the form of



a face-to-face meeting or an electronic conference. Issues will be presented by CUSTOMER representatives and COMPTON INFOTECH (P) LTD. will have the opportunity to explain its performance. Minutes of such meetings will be recorded. If COMPTON INFOTECH (P) LTD. agrees with the issue(s) reported by CUSTOMER it will have seventy-two (72) hours to remediate the issue(s) identified by CUSTOMER. If COMPTON INFOTECH (P) LTD. disagrees with the issue(s) reported by CUSTOMER it will have twenty-four (24) hours to provide a suitable explanation or a proposal for corrective action.

## Remedies for failure to provide acceptable performance, response time, escalation procedures

Failure to provide acceptable performance by COMPTON INFOTECH (P) LTD. under the terms of this agreement will result in the following penalties:

Issue	Remedy
Failure to resolve performance issue within twenty-four (24) hours	CUSTOMER will receive a service credit equal to fifteen percent (15%) for the month in which issue occurred
Failure to resolve performance issue within seventy-two (72) hours	CUSTOMER will receive a service credit equal to thirty-five percent (35%) for the month in which issue occurred
Failure to resolve performance issue within one (1) week	CUSTOMER will receive a service credit equal to fifty percent (50%) for the month in which issue occurred

## Data Encryption

COMPTON INFOTECH (P) LTD. agrees to safeguard all CUSTOMER data when in movement to an offsite cloud based datacenter and at all times while stored outside CUSTOMER premise.

\_\_\_\_\_  
COMPTON INFOTECH (P) LTD.  
Representative / Date

\_\_\_\_\_  
Customer Representative / Date