

BaaS With Veeam Cloud Connect



Thanks for choosing Zen

Thank you for choosing Zen Back-up as a Service (BaaS) with Veeam Cloud Connect. This pack provides you with all the information and guidance you need to order any new services and manage your existing BaaS with Veeam Cloud Connect Services.

Ordering services & product enquiries

Service offering

For Back-up as a Service (BaaS) with Veeam Cloud Connect, there are two deployment approaches used to achieve the customer's desired business outcomes.

Off-site back-up for local back-ups	Back-up directly to Zen's Cloud Platform
Back-up data is streamed to Zen's Cloud repository by connecting directly into the customer's local Veeam back-up environment.	Data is backed up directly to the Zen Cloud platform.

Note: The following is required from the customer for BaaS with Veeam Cloud Connect to be utilised.

- ✓ An Internet connection from primary on-site back-up repository to the Cloud Connect back-up repository.
- ✓ One useable static public IP for outbound.

To order Back-up as a Service with Veeam Cloud Connect or to enquire about product specific information, availability and pricing:

Stage	Contact
Order enquiry and placement	Zen Account Manager

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed



Service provision enquiries & updates

Stage	Contact
Order updates	Zen Cloud Support Team 01706 902 190 managed.hosting@zen.co.uk

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed

Target response time for queries – 8 working hours

Build

Build activities will be carried out in collaboration with the customer as per solution requirements.

Activity	Standard Target Lead Time
Solution Build	10 working days

The customer is responsible for:

- ✓ Creation of the back-up jobs following the creation of the customer repository (built by Zen).
- ✓ Scheduling of retention periods for each back-up job created.

Note: If no retention period is specified on creation of the back-up, then the default platform retention period will be applied (-7 backups of the same location).

Service enablement

The Back-up solution will be deployed upon completion of the requisite build.



In-life service issues Incident management

Stage	Contact
In-life service issues	Zen Cloud Support Team 01706 902 190 managed.hosting@zen.co.uk



Core business hours

Incident Priority	Incident Cover
P1 – Critical / P2 – High	24/7/365
P3 – Normal / P4 – Low	Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays) Weekend / Bank Holidays – Closed

Incident logging

The customer must:

- Be a Named Contact on the account and compliant with GDPR requirements.
- Be able to provide the Zen reference pertaining to the service affected by the issue.
- Ensure that they have carried out all reasonable diagnostics to eliminate any external factors that could be the potential cause of the service issue. Note: Additional checks may be requested by the Zen Cloud Support team to support identification of the root cause. A diagnostics check list can be provided to the customer on request.

Planned engineering works and Incident notification

Any network wide incidents or maintenance activities which may affect Public Cloud services will be published on the Service status pages outlined below:

<https://servicealerts.zen.co.uk>

Note: Individual notification may be issued to customers dependent on the severity / impact specific to their service.

Incident acceptance and resolution

Once a service fault has been established and to support timely resolution, the customer must provide a Named Contact who will be responsible for;

- Receiving incident updates via email or phone and sharing that internally to the affected site users,
- Owning the problem from a customer's perspective,
- Consenting to any potential charges that may be applicable,
- Providing site availability should Zen need to dispatch an Engineer to the customer's premises.
- Providing a named contact who can;
 - ✓ Provide site access for supplier engineers (if required),
 - ✓ Conduct testing service post resolution,
 - ✓ Confirm that service has been resumed in order for the incident to be closed.

Service enablement

Priority	Impact Definition	Support Hours	Initial Response	Considered Response
P1	Business Critical. Back-up Repository is not available, total failures of all back-up jobs.	24/7/365	Within 15 minutes	Within 60 minutes
P2	Degraded Service. Includes Multiple Job failures (not total), exceeding storage quota (which causes job failure). Inability to restore LOB data.	Business hours	Within 1 hour	Within 2 hours
P3	General Issue. Non-critical service affecting issue.	Business hours	Within 1 business hour, or by 10am next business day	Within 4 business hours, or by midday next business day
P4	General query. Includes product questions, 'how to...' guidance and general advice around best practice.	Business hours	Within 1 business day	Within 1 business day

Note: P1 or P2 incidents reported by customers must be followed up by a telephone call to the Zen Service Desk.

Escalation matrix Incident management

You can escalate through the following stages using the escalation criteria specified below:

<p>Considered response time 4 working hours</p> <p>CC Level 3, Level 1 & Zen Service Manager (If applicable)</p>	Level 4	Customer Experience Director	Customer	Senior Management	Escalate via Manager
<p>Considered response time 3 working hours</p> <p>CC Level 2, Level 1 & Zen Service Manager (If applicable)</p>	Level 3	Head of Customer Engineering		Manager	<p>Maintain escalation Level 3 contact</p> <p>Escalate to Level 4 if Escalation Criteria met at Level 3</p>
<p>Considered response time 2 working hours</p> <p>Initial acknowledgement 1 working hour</p> <p>CC Level 1</p>	Level 2	Zen Cloud Support Manager support.escalations@zen.co.uk		Service Desk	<p>Maintain escalation Level 2 contact</p> <p>Escalate to Level 3 if Escalation Criteria met at Level 2</p>
<p>Escalation Entry, Qualification and Acceptance</p> <p>Preferred method: Telephone</p>	Level 1	Service Desk managed.hosting@zen.co.uk 01706 902 190		Service Desk	<p>Escalation Request</p> <p>Preferred method: Telephone</p>

Escalation Criteria:

- Poor quality of updates
- Customer is not satisfied at the way that the incident is being managed
- Agreed plan of action or timescales at a specific escalation level are not met
- The support team have not responded to an email within target response time of 8 working hours
- Frequency of updates does not meet what has been agreed with the customer

Note: Escalations can only be raised by the Customer contacts who are registered as named contacts against the Order for which the escalation is being requested on Escalations will be accepted and managed: Mon – Fri 09:00 – 17:00 (Escalations outside of these hours will be managed on a best endeavours basis)



Change management

Stage	Contact
In-life change & Information requests	Zen Service Desk 01706 902 902 managed.hosting@zen.co.uk

Core business hours

Monday – Friday 9:00am – 5:00pm (exc. Bank Holidays)

Weekend / Bank Holidays – Closed

Request for change

Any customer-initiated Request For Change (RFC) for the Managed Cloud Environment will need to be requested via the Zen Service Desk by either telephone or email. When making contact the customer must;

- Ensure that the requested is submitted by designated / authorised change approver on the account and compliant with GDPR requirements.

When requesting a change, the customer must provide:

- Relevant RFC document(s) to provide clear and comprehensive details of the requested change.
- The customer lead contact name(s), contact details and availability (Working hours and outside working hours if applicable) for the purposes of;
 - ✓ Authorising change implementation,
 - ✓ Authorising change window for non-standard changes,
 - ✓ Testing and post change success validation.

All requests are logged as a P3 priority as standard. Should there be a requirement to escalate the prioritisation level of the request, the Zen Service Desk will need to be contacted via telephone.

**See Service Desk Prioritisation Target response Times.*

A Zen Engineer will agree appropriate change priority levels depending on customer urgency and impact statement.

Any change request work required to be completed outside of core business hours will be subject to an additional charge.

Note: Change requests that involve structural changes to the environment or changes to billing may be subject to further design activities and professional service charges and should be requested via your Account Manager.



Maintenance

Zen-led maintenance activities

Planned maintenance: At times Zen may be required to schedule maintenance activities which may cause some disruption to service. Zen will endeavour to perform routine maintenance activities during the specified window as agreed during the onboarding process.

Where work is required to take place outside of the specified window, Zen will endeavour to provide notification 10 working days prior to the maintenance activity.

Exceptions: Emergency Maintenance (but not limited to) resolve an incident, resolve a known error, to ensure Regulatory compliance etc.

Emergency maintenance: Maintenance activities may be deemed as a mandatory emergency requirement to resolve (but not limited to) compliance and / or security advisories.

Zen reserve the right to apply an emergency maintenance window to carry out these maintenance activities. We will endeavour to provide as much notice as possible but this may not be possible in all situations.

Customer-led maintenance activities

On occasion, customers need to carry out maintenance on their back-up / support software (e.g. Veeam Availability Suite, Veeam Backup & Replication or Veeam Backup Essentials running in a customer datacentre). It is recommended that the customer informs Zen of the maintenance at least 2 working days prior to the upgrade to ensure compatibility with the Cloud repository.

Note that where an upgrade is completed by the customer which results in incompatibility with the Cloud repository, the customer will need to inform Zen of the incident (classed as P2) and roll back the upgrade to restore service.

Stage	Contact
Customer-led maintenance	Zen Service Desk 01706 902 190 managed.hosting@zen.co.uk