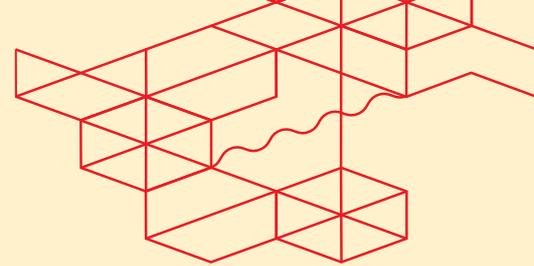


# Managed Private Backup (MPB) – Service Description

Version 1.1, January 2025

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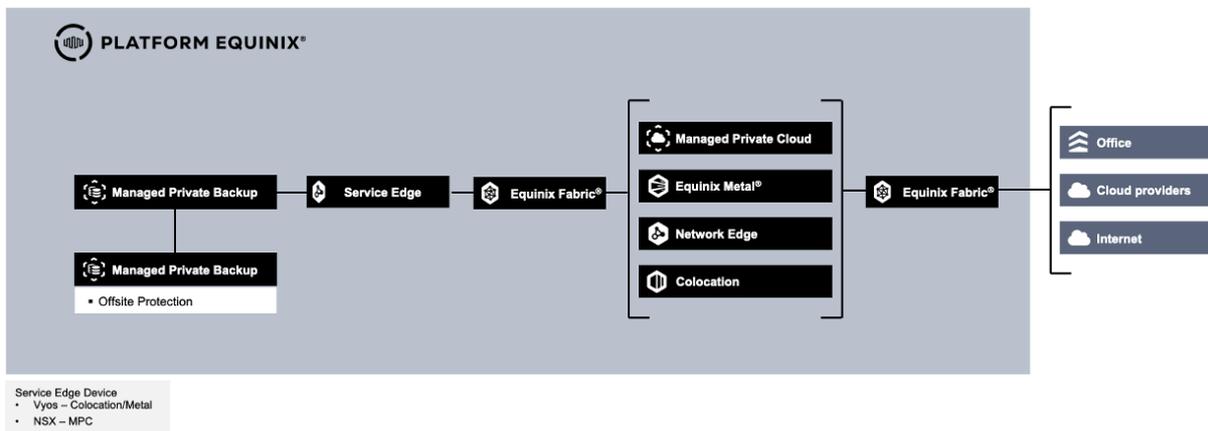
## Managed Private Backup

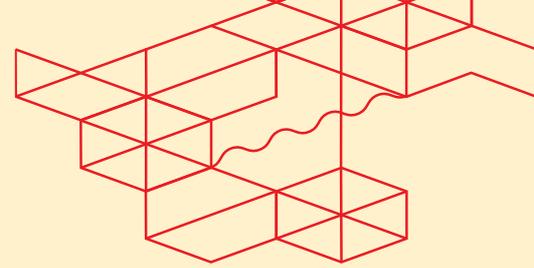
Today businesses require unprecedented data availability and infrastructure resilience. Having a trustworthy backup solution capable of protecting all workloads worldwide is key to being compliant with business requirements. Besides that, governance requires specific retention, offsite copies and data locality which causes significant complexity for IT teams to manage and respond quickly whilst maintaining data sovereignty.

Equinix Managed Private Backup (MPB) provides customers with one solution to protect their data globally with these requirements in mind.

MPB provides a scalable and secure backup platform enabling businesses to protect data across the globe without the need to invest in hardware and software, spend time on lifecycle management and complex maintenance operations.

Customers gain self-service abilities to select data sets to be protected or restored at anytime, while keeping costs under control with a commitment based on the amount of data that needs to be protected. Customers may go over the baseline ordered if needed (paying overage charges) thus avoiding service disruption.





## Service Options

Managed Private Backup offers three different service variants that allow customers to select the service that best aligns with their needs.

### MPB Flex

The Flex service variant grants access to a standard platform managed by Equinix, with daily backup jobs executed at pre-scheduled times (outside business hours).

All the features below are covered by this option:

- Access to operational console
- Self Service features that allow for resource allocation, assigning backup policies, and execution of on-demand backups and restores.
- Protection for physical servers and virtual machines
- Protection for databases
- Access to the MPB product page, including online documentation.
- Backup platform managed by Equinix.

### Protected Resources

Protected Resources are measured by:

- Volume (when protecting File System, Database and image level targets), this is measured by frontend terabytes.
- Retention period
- Onsite vs Offsite protection

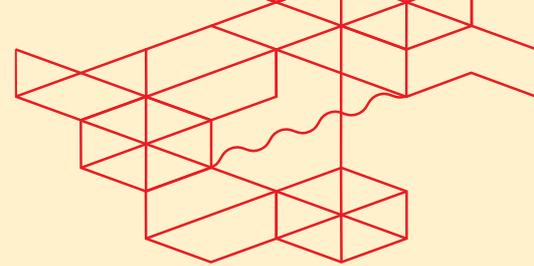
### Retention and offsite protection option combinations

There are multiple combinations of retention and offsite protection options for each protected resource. Once ordered, this policy will be available for use on the operational console.

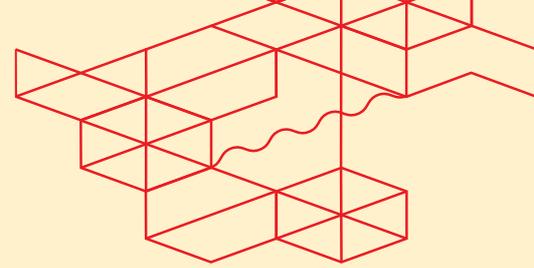
Retention options define how long backup data will be stored at the source IBX (location), while Offsite options define for how long backup data will be stored at an alternative IBX (location).

The following combinations are available to be ordered on **Flex**:

<b>LOCAL RETENTION</b>	<b>OFFSITE PROTECTION</b>	<b>JOB DETAILS</b>
<b>30 days</b>	Without	One backup per day (first one is full, then incremental for six days)
<b>30 days</b>	30 days	One backup per day (first one is full, then incremental for six days)
<b>30 days</b>	1 year	One backup per day (first one is full, then incremental for six days)
<b>30 days</b>	3 years	One backup per day (first one is full, then incremental for six days)


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<b>30 days</b>	5 years	One backup per day (first one is full, then incremental for six days)
<b>30 days</b>	7 years	One backup per day (first one is full, then incremental for six days)
<b>1 year</b>	Without	All backups of the current month + last full backup from past 12 months
<b>1 year</b>	1 year	All backups of the current month + last full backup from past 12 months
<b>3 years</b>	Without	All backups of the current month + last full backup from past 12 months + last full backup from past 3 years
<b>3 years</b>	3 years	All backups of the current month + last full backup from past 12 months + last full backup from past 3 years
<b>5 years</b>	Without	All backups of the current month + last full backup from past 12 months + last full backup from past 5 years
<b>5 years</b>	5 years	All backups of the current month + last full backup from past 12 months + last full backup from past 5 years
<b>7 years</b>	Without	All backups of the current month + last full backup from past 12 months + last full backup from past 7 years
<b>7 years</b>	7 years	All backups of the current month + last full backup from past 12 months + last full backup from past 7 years
<b>10 years</b>	Without	All backups of the current month + last full backup from past 12 months + last full backup from past 10 years
<b>10 years</b>	10 years	All backups of the current month + last full backup from past 12 months + last full backup from past 10 years



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### Service Demarcation & Enabling Services

With MPB Equinix offers a Backup as a Service where Equinix provides and manages a platform (operational console, backup servers and storage components). Equinix provides the licensing and support for the MPB platform. Equinix is not responsible for any client software or Internet connectivity to either manage or use the Service.

MPB is set with the default backup job scheduling to run on the IBX time zone. So, if MPB is ordered in two different IBXs located in different time zones, each job's start time will differ.

Customer is responsible to define which data should be protected by each backup policy and for installing the backup agents, discovering instances, and assigning backup policies to them. The customer is also responsible for identifying and correcting failed backup jobs, except when an MPB service/component unavailability causes the failure. The compute and network resources to allow backups to run are the responsibility of the customer. As a guide, instances should have at least 10% of free processing time and memory capacity plus 1GB of free disc space to allow regular backup operation during backup window.

More details about demarcations can be found in the Roles and Responsibilities section of this document and in the [Product policies](#).

### Limitations

Managed Private Backup service 1.1 release is available in combination with Managed Private Cloud and for customer workloads that are collocated within an Equinix IBX. It acts as the protection component in this solution.

The Managed Private Backup service offers immutability protection by default in the Offsite Protection location. If Offsite Protection is not ordered, this feature will not be included.

The baseline volume can be exceeded by 25%, but will incur overage charges (e.g., 10TB ordered in baseline, 12.5TB in use). After reaching this limit, the service may be disrupted until the baseline volume is increased through a Service Order change.

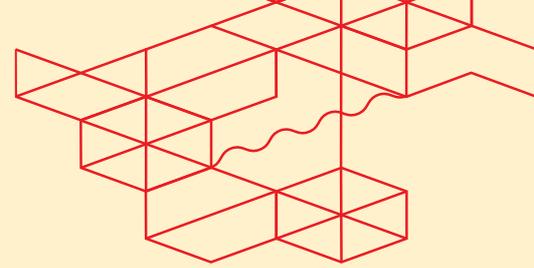
Data can only be protected at the IBX location where the Managed Private Backup service has been ordered.

MPB supports the following operating systems, databases, and virtualization technologies. Support is limited to current and previous versions still supported by the original vendors in their regular lifecycle (extended support does not apply):

VENDOR	NAME
Microsoft	Windows Server
RedHat	Enterprise Linux
Suse	Linux Enterprise Server
Ubuntu	Server
Debian	Stable
CentOS	Stream
Microsoft	SQL Server
MySQL	Database
Oracle	Database
VMware	vSphere
VMware	vCloud Director
Microsoft	Hyper-V

When vendors launch new versions, the backup technology vendor and, consequently, the Managed Private Backup service, may take some time to support them.

Due to technology restrictions in virtualized environments, MPB cannot protect instances with a vHBA device using image-level backup (only agent-level backups are allowed).



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### Purchase Units

The MPB Service is charged based on Baseline values or Baseline with Overage charge types, in the related topic in the Service Description the functionality of the services is described.

#### Charge types

Baseline – the specific volume of Unit of Measure of the Service as defined in the Order.

Overage – the quantity of the Service consumed by Customer that exceeds the contracted Baseline Volume.

When ordering the Managed Private Backup service, choose the variant that best suits the requirements. Refer to section 2 for an explanation of each variant.

The Managed Private Backup service is billed **per Frontend terabyte protected**.

This configuration will allow protection up to baseline ordered. If the frontend data grows above the committed amount, the backup will not be disrupted. Instead, an overage charge will be generated based on the overage price defined on the quote.

Below are Units of Measure (UoM) for each variant available and the applicable fees:

PROTECTED RESOURCE	UOM	INSTALLATION FEE	NRC	MRC	OVERAGE
VOLUME	TB	No	No	Yes	Yes

#### Calculation of Overage values

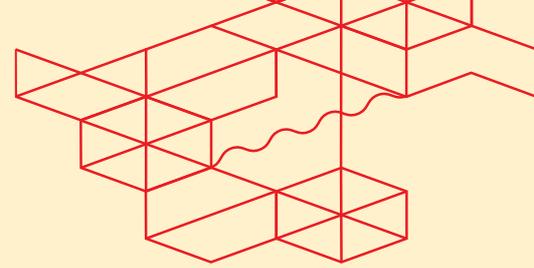
As mentioned above, when the Frontend TB protection ordered is exceeded, an overage charge will be generated based on the overage price defined on the quote.

**Example:** Customer has ordered 100TB of Frontend data protection. Below there is a measure of how much data is protected on a daily basis (measured by the biggest backup size of each day in the month):

In this case, the subscribed limit between days 4 and 5 was exceeded, and after these two days, data was probably deleted by the customer to reduce the backup image size.

DAY OF THE MONTH	1	2	3	4	5	6	...	29	30
USAGE	70 TB	75 TB	85 TB	105 TB	<b>110 TB</b>	90 TB	...	98 TB	98 TB

During the period (month), the biggest full backup size was **110TB**, and since there is a baseline ordered of 100TB, billing will generate a **10TB** overage charge for this period.



## Roles & Responsibilities

### Onboarding

Once the order of Managed Private Backup service arrives for the Equinix fulfilment team, some tasks will be executed. See below overall explanation and responsibilities.

Activities	Equinix	Customer
Schedule / execute project kickoff meeting	RA	CI
Schedule / execute customer onboarding	RA	CI
Buy/Setup connectivity solution between MPB and customer protection targets	CI	RA
Check for connectivity requirements between MPB and protection targets	RA	CI
Customer tenant enablement on MPB infrastructure	RA	I
Make backup policies ordered available to customer	RA	I
Guide customer on shadow session in how to deploy backup agents	RA	CI
Insert environment credentials to allow backup agent deployment		RA

### Acceptance Into Service

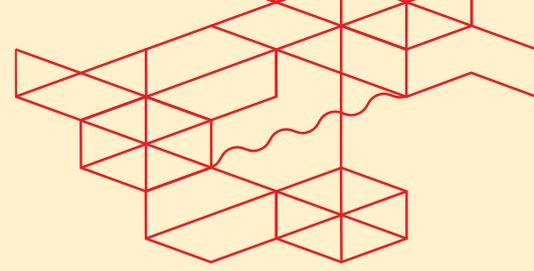
Once Onboarding activities have been finished, then testing activities will confirm if the product was delivered successfully and it is ready to be billed.

Activities	Equinix	Customer
Test access to MPB Product page on Managed Solutions Portal	CI	RA
Test access to MPB documentation on docs.equinix.com	CI	RA
Test access to MPB operational console	CI	RA
Test one backup job finish for each protection target	RA	CI
Confirm MPB fulfillment based on preview evidence	CI	RA
Set product as enabled for customer on internal systems	RA	I

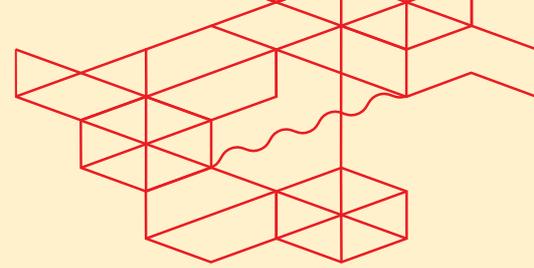
### Operational

Once the Managed Private Backup service is enabled to customers, some operational items will be addressed as below:

Activities	Equinix	Customer
Install backup agents and keep protections targets mapped		RA
Start and manage any restore activity		RA

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Check and troubleshoot backup/restore jobs failing	CI	RA
Met product availability SLA	RA	I
Troubleshoot MPB platform issues	RA	I
MPB infrastructure monitoring and maintenance	RA	I



## Service Requests

Service Requests are used to report an issue with the service or when there is a need to implement or assist with the implementation of a change.

Customers can raise a Service Request for configuration changes that cannot be implemented through Self Service in the Operational Console, or if they require assistance with implementation of changes via the Operational Console.

There is 24x7x365 support for the Managed Private Backup Service.

There are two types of service requests available:

- **INCLUDED:** Service Requests which are in scope of the Service, and as such, no additional charges apply.
- **ADDITIONAL:** Service Requests which are out of scope of the Service, and therefore additional charges apply.

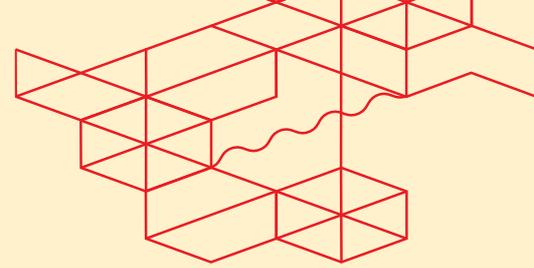
Guidance is available to be provided for all Service Requests that can be executed through self-serve, meaning we will provide procedural instruction and oversee the customer’s execution of the task.

Type of Change	Self-service	Type
Investigate and resolve issue	No	Included
Ask information about the product	No	Included
Guided Assistance – To Install backup agents	Yes	Additional
Guided Assistance - Manual backup operation	Yes	Additional
Guided Assistance – To restore protected data	Yes	Additional

Customers can select changes which are not listed in the table above by selecting “change” at the service request module in the Managed Solutions Portal. Equinix will perform an impact analysis to determine whether the change can be implemented, to determine associated costs and lead time.

Any charges related to Service Requests will be deducted from the Premier Support Plan Balance (See the Service Description for Premier Support for more details), or in case of insufficient balance invoiced in arrears based on the prevailing rate.

Changes in the baseline capacity, amount ordered or any other change that will have an impact on the monthly service fee should be requested via the Sales team.



## Reporting

### Functional Reporting

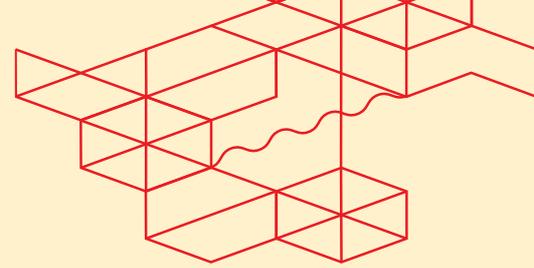
The operational console from Managed Private Backup service is will provide information regarding the service delivery.

The left menu will display links to:

- **Dashboard:** containing overall information about the backup health
- **Protection targets:** items that can be configured to be protected, as virtualization platforms, databases, fileservers, etc.
- **Jobs:** backup and restore listing, execution history and scheduling
- **Reports:** where the customer may have some detailed information about product configuration

### SLA Reporting

On the Managed Private Backup Service 1.0 Release, customers may ask for SLA reporting via Service Request at any time without incurring additional charges.


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## Service Levels

The purpose of this Service Level Agreement (SLA) is to define the measurable performance levels associated with the MPB service and specify remedies available to Customer if Equinix fails to achieve these levels. The service credits listed below are the sole and exclusive remedy for any failure to meet the service level thresholds stated herein.

## Support

The SLA on support applies to the incident registration and resolution (see section 4.4 of this document).

PRIORITY	RESPONSE TIME <sup>1</sup>	RESOLUTION TIME <sup>2</sup>	EXECUTION OF WORK	SLA <sup>3</sup>
<b>P1</b>	< 30 min	< 4 hours	24 x 7	95 %
<b>P2</b>	< 60 min	< 24 hours	24 x 7	95 %
<b>P3</b>	< 120 min	< 5 days	24 x 7	95 %

*Note:*

*Response time is from submitting the Trouble tickets and an Equinix Managed Solutions specialist sending a formal response.*

*Resolution time of a case is from registering to closing or cancelling the Trouble Ticket in the ITSM Tool or the hand over to IBX Support.*

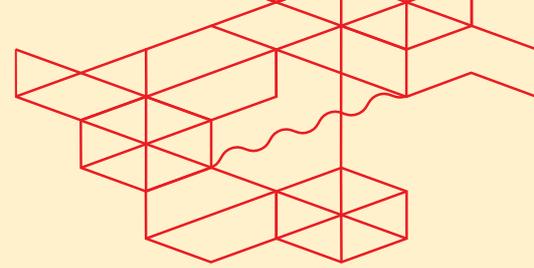
*SLA applies to the response time, details on the SLA can be found in the Product Policy.*

## Availability

The Managed Private Backup service SLA is:

Service Option	Availability
Managed Private Backup - Flex	99.95%

See Managed Solutions product policies on how we calculate SLA's and what exclusions are applicable.



## Other documentations

### Where to find more documentation?

The most up to date documentation is located on [docs.equinix.com](https://docs.equinix.com) website.

### Where to find EMS policy?

The EMS policy is located on [our website](#).

### Where to find official Commvault documentation?

There is additional Commvault documentation located at <http://documentation.commvault.com/>

## How to ask for help

Please make sure to open a ticket every time you need help. This is your guarantee that the right team has received your request and will work on that under the expected SLAs.