KCOM

KC Backup

Service Description

KC Backup provides business customers to automate or schedule backups paid for on a monthly basis. The service provides access to backup and restore files via the Backup & Restore software, via Web Access and via a mobile client.

Backup made easy: KC backup saves your business time and money with simple, secure, and affordable backup solutions for computers and servers. You can be up and running in no time, as KC Backup gives you the flexibility to deploy and manage multi-user environments from the convenience of a single online administrative console.

Back up locally and online with KC Backup 2xProtect. A sound backup strategy involves both a local and an offsite copy of your data. 2xProtect, available Windows, delivers both at no additional cost.

Professional support: KCOM Technical Support are available via email and phone 8am-6pm Monday to Friday & 8am-4pm Saturday, with fault logging outside these hours, to assist you with any recovery issues you may have.

Administrative Console: This allows you to:

• Create sub-administrators

• View account usage, history, and stats

• Generate & email reports automatically

• Change account status

• View and distribute license keys

• Customize configuration settings

Through the KC Backup software you can:

• Select folders and files to back up

• Set automatic and scheduled backups

• See a history of all backups

• Configure options and set bandwidth throttling

• Restore files and folders

 • Enable local backup with 2xProtect

KC Backup features

Fast

• Data Shuttle: Move terabytes to the cloud in no time with the Data Shuttle service.

• File scanning: Back up millions of files effortlessly with advanced file scanning.

• Incremental backups: After the initial backup, KC Backup only backs up new or changed portions of files, saving bandwidth and ensuring future backups are lightning fast.

Simple

• Easy account management: Manage multiple desktops and servers from anywhere with the online Admin Console and custom reports regarding the backup health of your account.

• Automatic or scheduled backups: Set KC Backup to back up automatically or to a schedule you choose.

• Custom configurations: Set policies on bandwidth usage and backup speeds, create custom backup sets or define what file types should be backed up.

• Reliable data restores: Browse and search your backed up files, then restore file versions up to 30 days in the past. Files may be restored on the web, via the software client, or by ordering a DVD restore.

• Local backup with KC Backup 2xProtect: Windows users can back up locally to an external device as well as online to the KC Backup data centre's for double protection.

Secure

• Encryption: All user data is encrypted locally with military- grade encryption prior to transfer. Choose a managed encryption key or a personal key for added security.

• World-class data centre's: Data is stored in state-of-the-art data centre's, which employ the highest security standards.

• Audits and certifications: KC Backup is SSAE 16 audited and ISO 27001 certified.

• Near continuous data protection: KC Backup automatically detects and backs up new and changed files.

Flexible

• Mobile app: Access your data from any iOS or Android device with the free KC Backup mobile app.

• SQL, Exchange, SharePoint and network drives can be backed up

Customer Requirements

Ethernet LAN running TCP/IP (10 BASE T minimum). For LAN connections customer to supply PC Ethernet cards.

An internet ready device PC, Mac or Server

KC Backup backs up all open and locked files as well as common business applications running on Windows servers.

Windows and Mac support: KC Backup supports Windows 8, 7, 2008, Vista, XP, and 2003, 2012 (desktop/server) and Mac OS X 10.8, 10.7, 10.6, 10.5, & 10.4 (desktop/server).

Open and locked file support — KC Backup backs up all open and locked files, including Outlook PST files.

For KC Backup 2xProtect you will require a local hard-drive to back-up your files locally.

Connection and Hardware Charges

Most customers can use the KC Backup service with no set-up fees. The initial backup is performed by the backup software using your upstream connection speed to send the encrypted data to the cloud storage. Customers with large amounts of data (1TB+) with slow connection speeds may want to pay for a Data Shuttle service, to save your data locally and send to KCOM to upload.

Service	KC Backup	
	Ex VAT	Inc. VAT
Data Shuttle (1.7TB)	£175.00	£210.00

Monthly Rental

Service	KC Backup 1 User		KC Backup 50GB		KC Backup 100GB		KC Backup 250GB		KC Backup 500GB	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Suitable for	A small business with a requirement to backup a single PC		Small businesses with up to 5 devices to backup		Small businesses with up to 10 devices to backup		Larger Businesses with large files across many devices		Larger Businesses with servers that require file backup as well as desktop backups	
Monthly Rental – 12 month contract	£5.00	£6.00	£15.00	£18.00	£25.00	£30.00	£55.00	£66.00	£100.00	£120.00
Storage Allowance	50GB		50GB		100GB		250GB		500GB	
Recommended Users	1		5		10		25		50	
Maximum licences*	1		50		100		250		500	

Service	KC Backup 1000GB		KC Backup 3000GB		KC Backup 5000GB	
	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT	Ex VAT	Inc. VAT
Suitable for	Large Businesses with servers that require file backup as well as desktop backup					
Monthly Rental – 12 month contract	£200.00	£240.00	£600.00	£720.00	£900.00	£1,080.00
Storage Allowance	1000GB		3000GB		5000GB	
Recommended Users	100		Large Servers		Large Servers	
Maximum licences*	1000		3000		5000	

* A restriction free license count is provided subject to a minimum quota of 1GB per license

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Service Availability

Service	KC Backup	
Technical Support	FREE on 0808 208 3000 Contact hours – Mon to Fri 0800 to 1800, Saturday 0800 to 1600	
Fault Logging	24 x 7 fault logging via businesstechsupport@kcom.com or 0808 208 3000	
Service Level Priority	Condition	Business Care TTR
Priority Level 1 - Critical	An incident with critical impact; assigned where: All end-users experience complete loss of service More than 10% of KC customers are experiencing service impact	Up to 8 Working Hours Response, Monday – Friday 8am-6pm
Priority Level 2 - Significant	An incident that results in substantial impact to an individual end-user; assigned where: A defect results in a significant impact, but can be circumvented Certain functions of the software are disabled but critical services remain operable Repeated periods of product instability or reduced performance affecting more than 10% of KC customers A outage of critical service impacting less than 10% of KC's customers	End of Next Working Day Response, Monday – Friday 8am-6pm
Priority Level 3 - Low	An incident with minimal impact to customer; assigned where: The end-user experiences no loss of service and has no effect on usability of the service Critical service performance to less than 1% of users. Other low impact incidents with no urgency on fixing the defect	No TTR SLA, typically 72 Working Hours

We will use all reasonable endeavour's to provide the Services 24 hours a day throughout the year, excluding planned maintenance. Our service availability obligation will be achieved if the services are available for 99.9% of the time during each calendar month, commencing on the service start date.

Restrictions

Planned outages

Planned outages caused by the carrying out of any planned maintenance services on the KCOM network or on any of our equipment previously notified to you shall not be deemed occurrences of unavailability for the purposes of calculating service availability under this service standard. Planned outages may occasionally be necessary for us to carry out essential maintenance work or network upgrades, these will be kept to a minimum.

Except in an emergency or when circumstances are beyond our reasonable control, we will give you advance notice of any planned maintenance which will impact service availability.

Customer responsible faults

Outages which are the result of actions or omissions of the Customer shall also not be included when calculating the service availability. In the event that a fault is identified as being attributable to the action of the Customer, employees or agents of the Customer, the fault shall be deemed the responsibility of the customer. Any service unavailability shall not be included in the service availability calculation.

Early termination charges

Customers on a 12 month contract that terminate before the end of the contract are subject to the costs of the service for the remainder of the contract term.