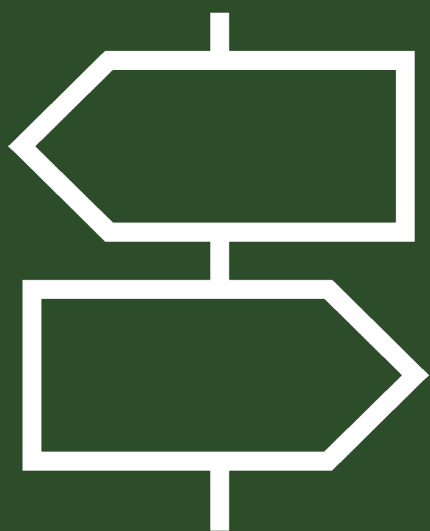


keepit[®]



Service Guide

Backup and Recovery
for SaaS Data

Copenhagen
September 2022

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1. Introduction

This document serves as a guide to be used by customers and partners to understand the delivery of Keepit's dedicated SaaS data protection solutions. Keepit offers a variety of scalable options to suit your customers' needs.

To understand Keepit's terms for the service's delivery, please refer to [Keepit Terms of Service](#).

2. Definitions

a. Account

"Account" means a unique user identification name and password assigned to the Customer to enable an admin account in connection with the provision of the Services on the Keepit platform.

b. Seat

"Seat" (previously known as Active User) is the metric Keepit uses to measure the customer's consumption of our services, and it also represents the customer's entitlement to use the Services.

Each seat you purchase represents a licensed user or an item, such as an employee or a meeting room, from your organization to which you can assign the Services. For example, if your agreement includes 100 seats, you can configure backup for 100 users. If you then only add 50 users to your backup, you have 50 seats remaining.

Find additional definitions in [Keepit Terms of Service](#).

3. Dedicated SaaS Backup Services Overview

a. Services Overview

Keepit provides Services for backup and disaster recovery for Microsoft 365, Dynamics 365, Google Workspace, Salesforce, and Azure Active Directory. Visit our [website](#) to learn more about our Services.

Keepit offers predictable pricing with no surprises. Additionally, you can retain data from inactive seats (i.e. ex-employees) for free.

b. Service Offerings

Keepit services are available in multiple offerings: Business Essentials, Enterprise Unlimited, and Governance Plus.

Business Essentials	Enterprise Unlimited	Governance Plus
Ideal for smaller IT organizations and companies with limited to no retention requirements.	Ideal for enterprise customers with extended requirements (e.g., retention, support) and large IT organizations.	Ideal for organizations in highly regulated sectors such as Financial Institutions, Banks (EBA), Insurance (EIOPA), and Governments.

Keepit Service Offerings include:

- Unlimited storage
- Unlimited data import and export
- Enterprise Scalability
- Assisted Onboarding
- Standard Azure Active Directory backup and recovery
- Free for inactive users (e.g., ex-employees)

To discover the complete list of functionalities, visit keepit.com/pricing

For Education, Frontline Workers, or Non-profit licenses, customers and partners can contact their Account Executives and Partner Account Executives to discuss special quote options.

4. How Keepit Counts Seats

		Count as Seat
Microsoft 365	Exchange OneDrive SharePoint Groups/Teams	<ul style="list-style-type: none"> • The user or item must be selected for backup in the relevant configuration directly or indirectly (such as group-based SharePoint site members) • The user or item must have an assigned relevant Microsoft Office 365 license with an appropriate plan enabled • Depending on the license types, a full or light seat is assigned For example: <ul style="list-style-type: none"> • Microsoft license types E1, E2, E3, and E5 are counted as full seats • Microsoft license types F1, F3, A1, A3, and A5 are counted as light seats • The total number of seats are calculated based on the Microsoft 365 application with the highest number of users and items within the measuring period¹ <p>¹ Refer to the FAQ section of this document for more information on Keepit's measuring period.</p>

		<p style="text-align: center;">Calculating Seats across Office 365</p> <table border="1"> <caption>Data for Calculating Seats across Office 365</caption> <thead> <tr> <th>Service</th> <th>Seats</th> </tr> </thead> <tbody> <tr> <td>Teams</td> <td>4</td> </tr> <tr> <td>SharePoint</td> <td>3</td> </tr> <tr> <td>OneDrive</td> <td>4</td> </tr> <tr> <td>Exchange</td> <td>5</td> </tr> <tr> <td>Total</td> <td>5</td> </tr> </tbody> </table>	Service	Seats	Teams	4	SharePoint	3	OneDrive	4	Exchange	5	Total	5
Service	Seats													
Teams	4													
SharePoint	3													
OneDrive	4													
Exchange	5													
Total	5													
Dynamics 365		<ul style="list-style-type: none"> All users in the Dynamics 365 organization with active licenses are counted as seats Depending on the user license types, the user is counted as a full or light seat 												
Azure AD		All users in the Azure AD organization are counted as seats												
Salesforce		All users in the Salesforce organization with active licenses that differ from "Chatter External" and "Chatter Free" are counted as seats												
Google Workspace		<p>Depending on the user license types, the user is counted as a full or light seat.</p> <p>For example:</p> <ul style="list-style-type: none"> Google Workspace license types: Google Business Standard, Google Business Plus, Enterprise Standard, and Enterprise Plus are counted as full seats Google Workspace license types: Google Business Starter, Enterprise Essential, and Educational licenses are counted as light seats 												
Google Workspace	Drive and Gmail	All users selected for backup are counted as seats												
	Google Sites	All users in the Google Workspace tenant are counted as seats												
Zendesk		All users in the Zendesk organization with active licenses are counted as seats												

5. Terms And Termination

a. Retention

Customers with an active subscription can choose the retention length of their backup (ranging from 12 months to unlimited retention).

b. Data Processing

Keepit shall process personal data on behalf of the Customer in accordance with the Customer's instruction. For detailed information, please refer to Keepit's Data Processing Agreement: <https://www.keepit.com/data-processing-agreement/>

c. Exceeding Agreed Usage

If customers and partners exceed the number of seats specified in their current agreement, they will receive an email from the Keepit Customer Growth team. From the receipt of the email, they have 30 days to reduce the number of seats to fit the entitlement specified in their current agreement.

If customers or partners do not reduce the number of seats to the entitled amount based on their current agreement, the Customer Growth team will update their subscription to the new number of seats. The exceeding seats will be invoiced at list price and will be effective the following month from when the exceeded usage was identified.

Customers and partners can contact the Keepit Customer Growth team at any time to modify their number of seats as well as discuss their agreed entitlement with Keepit.

d. Termination

Unless a notice of termination has been sent 90 days prior to the end of the subscription, the subscription will be automatically renewed. Existing contracts can be expanded by contacting the Growth team.

Please, refer to the [Terms of Service](#) for more detailed information.

e. Archive Plans

Additional archive solutions with access to data can be purchased separately. Customers can choose an archive plan for three, five, ten years - or even forever.

6. Support And Additional Resources

a. Customer Success Management

Keepit's Global Customer Success Management team accompanies customers every step of the way, from signing up to getting the best out of the solution. Our Customer Success Management team can provide customers with Performance Reports, which provide insights on the amount of backup and recovery performed for the specific account.

b. Partner Success Management

In addition to a Global Customer Success Management team, Keepit also has a Global Partner Success Management team solely dedicated to the support and enablement of our Partners. Experts in all facets of the partner lifecycle, Partner success ensures our partners can provide the best-in-class backup and data recovery service to their clients

c. Support Tiers

Keepit provides three tiers of support for our customers, depending on their service contract: Basic, Essential, and 24/7 Enterprise.

Basic Benefits

Benefit	Details
Support Hours	09:00 – 17:00 Central European Time Mon – Fri 09:00 – 17:00 Central European Time Sun – Thu (for Israel-based customers) 8am – 5pm US Central Time Mon – Fri
Support Channels	Ticket submitted either at our Support Site or directly by email
Access to Knowledge Base and Announcements	Search online articles for relevant information, best practices, and release information.
Target response time	Best Effort

Essential Support Benefits

Benefit	Details
Support Hours	09:00 – 17:00 Central European Time Mon – Fri 09:00 – 17:00 Central European Time Sun – Thu (for Israel-based customers) 8am – 5pm US Central Time Mon – Fri
Support Channels	Chat Email
Access to Knowledge Base and Announcements	Search online articles for relevant information, best practices, and release information.
Access to Status Page	Track all incidents and scheduled maintenance in real-time – as well as view their history.

Essential Support Target Response Times

Severity Level	First Response	Subsequent Response
Urgent	2 business hours	2 business hours
High	4 business hours	8 business hours
Medium	1 business day	2 business days
Low	2 business days	3 business days

24/7 Enterprise Support Benefits

Benefit	Details
Support Hours	24/7
Support Channels	Phone Chat Email
Access to Knowledge Base and Announcements	Search online articles for relevant information, best practices, and release information.
Access to Status Page	Track all incidents and scheduled maintenance in real-time – as well as view their history.
Prioritized SLA	Get responses and updates faster.
Access to advanced resources	Access to Engineering team (SLA might be prolonged)

24/7 Enterprise Support Target Response Times

Severity Level	First Response	Subsequent Response
Urgent	1 calendar hour	2 business hours
High	2 calendar hours	4 business hours
Medium	8 calendar hours	1 business day
Low	24 calendar hours	2 business days

Severity Level Definitions

Level	Definition
Urgent Critical Business Impact	A problem or issue has occurred where no workaround is immediately available in one of the following situations: (i) a production server or other mission critical system is down or has had a substantial loss of service; or (ii) mission critical data is at a significant risk of loss or corruption; or (iii) login entry system is not working.
High Severe Business Impact	A problem or issue has occurred where a major function is severely impaired. Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. For example, it is not possible to download data as .PST.
Medium Limited Business Impact	A problem or issue has occurred with a limited adverse effect on business operations. For example, password protected links do not work.
Low Minor Business Impact	A problem or issue where business operations have not been adversely affected. For example, User Interface issues which have no impact on performance.

Customers and partners have access to useful self-help articles on [Keepit Support Site](#) as well as peer support with [Keepit Community Forum](#).

d. Additional Resources

For additional information on Keepit's Services, please refer to the following links:

- General information on Keepit's Services and customers' stories: <https://www.keepit.com/>
- Keepit's Terms of Service: <https://www.keepit.com/terms-of-service/>
- Keepit's Data Processing Agreement: <https://www.keepit.com/data-processing-agreement/>
- Support requests can be submitted on Keepit Support Site: <https://help.keepit.com/support/tickets/new> or via email: business.support@keepit.com
- Support requests are subject to Keepit's Privacy Policy: <https://www.keepit.com/privacy-policy/>

7. Frequently Asked Questions (FAQ)

What happens if I backup a shared mailbox in Office 365?

The backup of your Microsoft 365 Shared Mailbox, which has a Microsoft license associated to it, is counted as a seat within your Keepit subscription. You can select and deselect a shared mailbox for backup in the configuration window of Keepit at any time. To learn how to do it, please refer to the [Backup shared mailbox](#) article on the Keepit Help Center.

How can I exclude specific data areas from my Microsoft 365 backup?

When you add a new Microsoft 365 connector, all data areas will be selected by default for your backup. You can also exclude data areas in your backup configuration. We recommend creating a dedicated Microsoft 365 backup connector per area you wish to backup. For example:

- One connector to back up Exchange data
- One connector to back up OneDrive data
- One connector to back up Groups & Teams and SharePoint data

Learn more by reading our [Configure your Microsoft 365 backup](#) Help Center article.

My contract mentions Active Users. Is this the same as Seats?

Active Users was the term we previously used at Keepit to describe how we measure customer's consumption of our services. To adapt to recent changes made by Microsoft in their licensing structure, we are now using the term seats which is inclusive of active users and items (see definition in section 2 of this document).

If your contract mentions Active Users, it is only because it was written prior to 2022. This has no impact on your contract and your agreed entitlement with Keepit.

When inviting external users to our Microsoft 365 SharePoint, do we then pay extra?

When you are collaborating with people outside your organization on Microsoft Teams or SharePoint, two access roles are available to you: External access and Guest access.

When determining your seat consumption, we only count users to whom you have assigned a license. Users with External or Guest access to your organization's Teams and SharePoint are not counted as seats. Therefore, they do not generate any additional fees.

What if we have previous Office 365 users returning?

You can recover a deleted Microsoft 365 user by using the Keepit Restore Wizard and importing the data back to the user from an appropriate snapshot.

Learn more by reading our [Recover a deleted Microsoft 365 user](#) Help Center article.

When does Keepit calculate my seat consumption?

Keepit measuring period starts from the 20th of the month to the 20th of the following month. To understand how Keepit calculate your seat consumption, please refer to the [Section 4](#) of this document.



Dedicated SaaS Data Protection

About Keepit

Keepit is a Software-as-a-Service company that provides dedicated data protection for companies with data stored in the cloud. Keepit is the world's only vendor neutral and independent cloud dedicated to SaaS data protection based on a blockchain-verified solution. Headquartered in Copenhagen with offices and data centers globally, Keepit is trusted by thousands of companies worldwide to protect and manage their cloud data. For more information, visit www.keepit.com or follow Keepit [LinkedIn](#).