

# Acronis



# AIEQ SYSTEMS

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## AIEQ Systems Managed Services options

AIEQ Systems, a South African -based cloud technology innovator and Acronis CSP with extensive experience in hosting, cloud and security markets, offers several managed service options for the Acronis Cyber Cloud for Enterprise suite of Cloud Backup and Disaster Recovery solutions.

Acronis Cyber Cloud for Enterprise is the leading solution for enterprise backup and disaster recovery, supporting backups on-premise, backup to public cloud destinations including AWS, Oracle, Google and Azure and supporting all major client and server operating systems as well as Google's G Suite and Microsoft Office 365 and SharePoint.

AIEQ Systems distribute the full range of Acronis Backup and Disaster Recovery solutions to address customer-specific needs – all of which are available on a subscription model with generous trial and demo opportunities and the backing of an expert Account Manager to ensure you have all the support you need to get a solution running perfectly.

Critically, when the need arises, AIEQ Systems can offer enhanced support to ensure your backup and recovery solutions are delivered reliably and professionally to your customer, alleviating the stress inherent in a disaster / backup recovery scenario.

AIEQ Systems provide a personal service, with your needs at heart. Rather than dealing with forums, distant helpdesks and impersonal global vendors, choose AIEQ Systems SA-based expert team to support your deployment, management and support needs for Acronis Cyber Cloud for Enterprise solutions.

Whether your typical customer environment is small or large, single or a global multi-site, our solutions and support remove the day to day headaches, staff overhead and complexity.

All AIEQ Systems services are backed by our SA-based service desk and proactive monitoring to ensure your Acronis solutions run optimally. Customers still have full control over their services via dedicated Acronis portals, whilst having a AIEQ Systems support engineer at the end of the telephone/support portal when needed.

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## Essentials

This option provides pre- and post-sales support for our Acronis clients. An AIEQ Systems engineer will setup your Acronis portal and provide login details and an on-boarding email with links to the latest Acronis training resources to get you started.

Support incidents are handled via email only. Troubleshooting and support extends only to issues with the Acronis product portfolio and is backed by an escalation path to Acronis's own dedicated Partner Support Team. Our engineers will make suggestions and outline troubleshooting and corrective actions for your own support team, but will not interact directly with your client machines, backups or restores. To help with your own billing purposes, a monthly usage report is provided, broken down into to each of your customer accounts.

## Customer Premium

Backup and DR is a vital element of your overall responsibility to your customer. It needs to be monitored, maintained and tested regularly, but many Service Providers simply can't afford the resource required to do this properly. A recent Kroll OnTrack survey<sup>1</sup> of 1,000 users in North America, Europe and Australia revealed 24 percent failed to test their backups, whilst another 14 percent tested only once a year.

AIEQ Systems Fully Managed Backup service acts as an extension of your own team.

In addition to providing all pre-sales and support services included with our Premium service, our engineers will setup and install your Acronis Cloud services, including configuration of DR connectivity where required, and provide a helpdesk function for your backups.

This helpdesk service can optionally be extended to support some or all your customer's application stack, by separate agreement. Support is delivered by AIEQ Systems Managed Service Provider team.

All backups will be monitored daily with alerts proactively responded to by our own engineers, and escalated to your team only where required, or according to your own escalation pathway.

Scheduled test restores and test failovers can be planned to your requirements, with customised, branded reporting available to provide to your customer.

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AIEQ Systems Fully Managed Backup and DR service simply bolts on both the technology and the support required to ensure your customer environments benefit from the very best Cloud Backup, Security and DR solution on the market: Acronis Cyber Cloud.

**With add-on services that deliver demonstrable value, choose to grow with AIEQ Systems dedicated, expert support and Acronis, the leader in cloud backup, security and disaster recovery.**

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## Service Matrix

Service Description	Essentials	Customer Premium
Pre-Sales Support and Demos	•	•
Links to online Acronis training and resources	•	•
Email Support via Email	•	•
Dedicated Account Manager	•	•
Monthly Usage / Billing Report	•	•
Personal implementation and support training sessions for your support team or customers		•
Priority Support		•
Telephone-based Premium support		•
Web-based support		•
Support Incident Management and Escalation		•
Executive Management and Reporting on support incidents		•
Remote assistance and support for Acronis Cyber Cloud software and services		•
Remote troubleshooting for third-party products impacting Acronis Cyber Cloud services		•
Optional implementation assistance		•
Large-scale deployment support and project planning support		•
Additional configuration / application / project support options		•
Optional Data Protection consultancy, support and documentation		•
Fully managed backup and DR services		•
DR configuration and Acronis DR runbook design		•
DR VPN and networking configuration		•
Service Description	Essentials	Customer Premium
Daily monitoring and alerting for backup issues / failures		•
Proactive response and remediation for backup alerts / issues		•
Optional scheduled test backup restores		•
Optional scheduled DR failover		•
Optional DR and Business Continuity documentation and policy support		•
Branded executive-level reporting on support incidents, backups and restore tests		•
Request for Customer Premium Support at additional nominal fee		

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## Response Time

Service Definition	Essentials	Customer Premium
<b>Critical</b> Customer has significant loss of services and requires immediate attention.	Available: Business Hours Best Effort	Available: Business Hours + Extended <45 min
<b>Major</b> Customer has moderate loss or degradation of services, but work can reasonably continue.	Available: business hours <1 business day	Available: business hours + Extended <2 hour
<b>Minor</b> Customer is functioning with minor impact on services.	Available: business hours <2 business days	Available: business hours <4 hours

**AIEQ Systems team of experts is ready to tailor your Acronis Cyber Cloud service offering – call us now and start your free 30-day trial today!**

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