

**MINDTIME**  
**BACKUP**

MIND THE BACKUP

## **Mindtime Online Backup**

*S e r v i c e   l e v e l   A g r e e m e n t   p l u s*



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## Service Definition:

Mindtime provides users with the opportunity to back-up pc's, laptops and servers and to restore using the Internet. For this, Mindtime makes use of an advanced software application.

The user installed this software application on his pc, laptop or server. With this, a unique loginname and password are provided.

After an initial backup, further backups will only need to be made of files that have changed (in file delta technique).

After each completed backup, the software will send a backup report. This report contains an overview of all files of which a backup has been made. If an error has occurred, this will also be stated in the report.

Mindtime uses the most advanced encryption techniques. This way, data is safely transported over an ADSL or Broadband connection. A 128 bit encryption is used. User can choose from various algorithms.

The user can also determine for himself how long certain files are to be stored.

Mindtime software supports almost all operating systems. Examples of supported systems are: Windows, Linux, Mac OS X, Unix and Solaris.

In addition, Mindtime Backup also supports programs such as:

Microsoft SQL Server, My SQL, Oracle Databases (from 8i), MS Exchange Server and Lotus Notus.

## 1) Data encryption

Mindtime guarantees that nobody can access your data; not even Mindtime! Before your data is sent to the Mindtime servers, it is converted; data is encrypted into encoded files. This is called 'data encryption'. Your data is encrypted with a 128 bit algorithm. This way, only the holder of the encryption key can read the data.

## 2) Secured Internet Connection

### **SSL security protects your data from interception by third parties.**

Mindtime makes use of Point to Point SSL communication between server and client. 'SSL' stands for 'Secure Socket Layer'. This is a security technique for data-traffic between a client and a webserver. SSL secures this data against interception by unauthorised third parties. The data is secured by means of encryption.

*Encryption is an advanced security technique, which is used in for instance internet banking.*



### 3) Datacenter

The datacenter is well guarded: day and night and seven days a week. This is done by trained professional staff. The extensive provisions that the datacenter can count on include:

- \* climate control
- \* video security
- \* Biometric security (fingerprint identification)
- \* 24x7x365 access for authorised users.
- \* uninterrupted emergency power supply
- \* Fast and stable connections
- \* Emergency power supply for a number of days

### 4) Co-location

We ensure you extra security by storing your data in duplicate!

In order to cope with connection failures and other potential problems, and extra copy of your data is stored on a second server.

### 5) Recovery

Mindtime Backup users can access their data 24 hours a day. You can restore files using our software and via the web; from any machine and at any location!

### 6) Courier Service (for quick restore)

If you loose large amounts of data, for instance due to fire and/or theft, restoring data may need to be done in a hurry. In this case, you can call in the Mindtime courier service. Mindtime will deliver your data to your office within five hours at most: On a portable hard drive and throughout all of the Netherlands.

Times	Guidelines Response Time
24 hours a day and 7 days a week	A hard disk with all you business critical data will be delivered to your office within 5 hours.
Phone Number 8.30 - 17.00	0570 -562343
Phone Number 17.00 – 8.30	06 - 48116851 or 06 - 60210254 (pager), leave a message!



## 7) Guidelines Response times & availability

For all your questions and complaints, you can contact our staff during office hours. This counts for both emergency situations and non-emergency situations. Of course, emergencies have the highest priority. Mindtime can be contacted in the following ways:

Times	Guidelines Response Time
Within office hours 8.30 – 17.00 (Lunch break between 12:30 en 13:30)	By Telephone – immediate up to a few minutes  Helpdesk e-mail – within 6 hours <a href="mailto:support@minditmebackup.nl">support@minditmebackup.nl</a>  General questions – within 8 hours <a href="mailto:info@minditmebackup.nl">info@minditmebackup.nl</a>
Outside office hours	In case of severe malfunctions or for restoring data on location outside of office hours, you can contact Mindtimes' malfunction service:  <b>0570 – 562343 choose option 2</b>
<b>Phone number: 0570 – 562343</b> <b>E-mail: support@minditmebackup.nl</b>	

Situation	Guidelines Reaction Time
<b>Complete failure of the service</b> (which effects all Mindtime users).	All Mindtime servers are guarded and are implemented in duplicate. If, despite this, a severe malfunction occurs, we guarantee to be back online within 8 hours.
<b>Personal Malfunctions</b> Help with restoring critical data.	Within 4 hours.
<b>Maintenance</b>	Maintenance times are listed on the Mindtime website under the support tab -> notices. Maintenance is announced far beforehand.
<b>Problems regarding backup errors</b>	In the event of incoming error notifications or questions, Mindtime has a maximum reaction time of 6 hours.



## 8) Delivery first complete Backup on HD

If you have over 50GB worth of data, Mindtime recommends making use of the seedloadingservice. By making use of this service, your network will be burdened as little as possible. Would you like to make use of Mindtimes' seedloadingservice? Mindtime will offer you a data-disk to which you can copy all your data. A courier will then pick up the data-disk and copy your data to the Mindtime servers. After this initial backup, backups will only need to be made of any changes made to the data. This way, backups will always be completed within an acceptable amount of time. There is a manual available for the seedloading service. This can be found on the website [www.mindtimebackup.nl](http://www.mindtimebackup.nl) under 'support' -> 'manuals'.

*With the SLA+ contract you can make use of the seedloading service once a year.*

## 9) Backup Checks

Once you have made a series of backups, you can start making your backups. From this moment onward, you will receive a daily e-mail, indicating the status of your backups. This way, you can see the progress of the backup process for yourself.

*The SLA+ contract offers extra checks by mindtime on the log e-mails of your backups.*

## 10) Network Availability

Our core routers and switches are placed in a redundant set-up. If any of the switches or routers encounters a malfunction, a direct conversion is made to another unit which is standing by. Thanks to this system, any downtime will be kept to a minimum. The switching is provided entirely by Foundry Networks appliances, varying from Netiron 400s to Netiron 800s Jetcore. Mindtime Backup is connected to the following exchanges:

1000mbit AMS-IX  
1000mbit AMS-IX backup (Trueserver)  
1000mbit DE-CIX  
100mbit BNIX (Trueserver)

Mindtime Backups' network offers you a 99.9% uptime guarantee!



## 11) Maintenance:

We aim to let maintenance take place on a set day. Mindtime Backup has chosen to do this on the first Monday of each month. On this day, routine checkups and maintenance are carried out. Mindtime ensures that any hindrance for the users is reduced to a minimum. Mindtime also informs clients about maintenance, so that backup settings can be adapted to this. Unforeseen problems and maintenance can always be found on the Mindtime website afterwards, under the tab 'support' -> 'notices'.

## 12) Costs:

The costs for the Service Level Agreement Plus contract are € 34,95,- (excl. VAT), per month, per user. You will receive invoices via your Reseller.

## 13) Signature Client

### Signature Client

Name: \_\_\_\_\_

Company: \_\_\_\_\_

your reseller: \_\_\_\_\_

Date: \_\_\_\_\_

Signature:

\_\_\_\_\_

*Your can send the agreement  
by mail to:*

*Mindtime  
T.a.v. de Administratie  
Antwoordnummer 49  
7400 VB Deventer*

*or fax to: **0570 56 23 53***