

DATAFORT DELUXE MANAGED SERVICES  
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Statement of Work  
DataFort Deluxe

**● 1. Contact Details**

Customer Details (Invoice Address)

Installation Address (If different)

Full Company Name:

Billing Contact:

Technical Contact:

Contact Name:

Contact Name:

Telephone No.:

Tel No.:

Email:

Email:

**● 2. DataFort Deluxe Service Details (to be completed by DataFort)**

Service Details:

**Backup Appliance Details: (DataFort completes)**

We anticipate requiring  rack mount servers

Tower configuration servers

The Backup appliance(s) will be supplied with

**For office use only**

**● 3. Installation Details (to be completed by customer or technical advisor)**

The backup appliance(s) are preconfigured to handle DHCP addressing. **Only add fixed IP addresses** if they are required for integration into your network, please supply 2 IP addresses per appliance.

**Site I: (Skip items a and b if addresses are DHCP)**

**(a) Appliance No. 1:**

Address #1:  Address #2:

**(b) Appliance No. 2: (If required)**

Address #1:  Address #2:

**DNS and gateway details are required for all installations.**

**(c) DNS IP Address:**

**(d) Gateway IP Address:**

**A login is required for the network with Administrator privileges. Please supply details below.**

**(e) Domain:**

**(f) Username:**

**(g) Password:**

**● 4. Backup Requirement: (to be completed by customer or technical advisor)**

**(Details of directories to be selected for backup will be covered later in this document)**

**(a) Domain Controllers to be secured:**

Server Name	Op System	Amt of Data	System Imaging*

\*We strongly recommend that at least one domain controller is included in the company's backup. Further we strongly recommend that system imaging be provided for Microsoft Small Business Servers.

**(b) Email Servers to be secured:**

Server Name	Email System	Amt of Data	No. of mailboxes

**All Exchange servers include system imaging to handle active directory restoration. Mailbox restore is optional. Please include the number of mailboxes**





**● 6. Network Details: (to be completed by customer or technical advisor)**

- If existing bandwidth is to be used** for transmission set these parameters prior to installation.
- The firewall needs to be configured for the range: **87.117.247.0 – 87.117.247.255.**
- SSH Outbound for both IP addresses (Windows & Linux)-Port 22.
- HTTP / HTTPS outbound for both IP addresses (Windows & Linux)-Ports 80/443.
- SMTP outbound for both IP addresses (Windows & Linux)-Port 25.
- If Dedicated Bandwidth is needed for the requirement, check this box and DO NOT fill in dedicated bandwidth information..

Dedicated bandwidth is provided for the backup service. If a free line exists into the server room it needs to be checked so we can tell if it is acceptable for bandwidth service. Provide details in the box provided below.

Check here if you want DataFort to arrange the BT connection to be used exclusively for the provision of bandwidth needed for the backup service. It will take at least 10 days to activate bandwidth connection.

**Internet Bandwidth Check:**

BT Phone Number:

Network Details: (to be completed by customer or technical advisor)

**Local Network Speed:** (Check one)  100Mbit LAN  1Gbit LAN

**Internet Connection Speed:**  Broadband  Up  Down  
 Leased Line

**Bandwidth Utilization Profile: (If nothing is added, the default settings will be used.)**

	Default Settings	Custom Settings
00:00 – 01:00	100%	
01:00 – 02:00	100%	
02:00 – 03:00	100%	
03:00 – 04:00	100%	
04:00 – 05:00	100%	
05:00 – 06:00	100%	
06:00 – 07:00	100%	
07:00 – 08:00	30%	
08:00 – 09:00	30%	
09:00 – 10:00	30%	
10:00 – 11:00	30%	
11:00 – 12:00	40%	
12:00 – 13:00	70%	
13:00 – 14:00	75%	
14:00 – 15:00	50%	
15:00 – 16:00	50%	
16:00 – 17:00	50%	
17:00 – 18:00	50%	
18:00 – 19:00	70%	
19:00 – 20:00	100%	
20:00 – 21:00	100%	
21:00 – 22:00	100%	
22:00 – 23:00	100%	
23:00 – 24:00	100%	

**● 7. Agreement - signed by an authorised appliance account holder**

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This Statement of Work indicates the services required, as well as the information needed to install and run the DataFort Deluxe Service. I confirm that I am signing on behalf of a Company and that I am an authorised signatory of that company.

On behalf of customer:

Signature:

Name: (Print)

Position in company:

Date:

## PRICING INFORMATION

### ● Backup Appliance Deposit Charges

(refunded at end of service relationship.)

Tower configuration	£450.00
Rack configuration	£600.00

### ● Subscription fees (based on DataFort handling work clientside)

#### Installation

Setup charges	
Per server	£125.00
Per appliance	£50.00
Bulk seed transfer (if required)	£200.00
Appliance Delivery (invoiced at cost)	TBD

#### Data Amounts<sup>1</sup>

Uncompressed Data	Monthly Subscription Fee
Up to 10Gb	
Up to 20Gb	
Up to 30Gb	
Up to 40Gb	
Up to 50Gb	
Up to 75Gb	
Up to 100Gb	
Up to 150Gb	
Up to 200Gb	
Up to 250Gb	
Up to 500Gb	
Up to 750Gb	
Up to 1Tb	

#### Optional Supplementary Fees

Item	Charge
Full Exchange Server Backup	£50.00/month
Brick Level Restore Option (per mailbox)	£1.00/month
Monthly system imaging (per server)	£50.00/month
Recovery onto USB disk up to 50Gb (5 day turnaround) You keep the disk.	£150.00 (plus shipping)
Recovery from data centre onto appliance. Appliance must be returned to DataFort.	P.O.A.

#### Standard Support Level

This level of support is included as standard with all DataFort Deluxe Accounts. Assistance is available Monday through Friday from 9:00AM until 5PM. Out of hours support is not available. The following are the DataFort engineering charges if service is required.

	Office hours support	Out of hours support
Remote Support	No charge	N/A
Onsite Support	£100.00	N/A

<sup>1</sup> BT line required. It will be billed to customer at cost.