

DATAFORT MANAGED SERVICES

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Statement of Work
DataFort Select Plus

● **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 Select Plus Service Details** (to be completed by DataFort)

Service Details:

Backup Appliance Details: (DataFort completes)

We anticipate requiring rack mount servers

Tower configuration

The Backup appliance 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, however, if fixed IP addresses 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:

For office use only

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

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

● 5. Bandwidth requirement:

Internet Connection Speed: Broadband Up Down
 Leased Line

- 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 Item 8.

● 6. Bandwidth Utilisation 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 signatory

This Statement of Work indicates the services required, as well as the information needed to install and run the DataFort Select Plus 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

Data Amounts

Compressed Data	Monthly Subscription Fee
Up to 10Gb	
Up to 15Gb	
Up to 20Gb	
Up to 30Gb	
Up to 50Gb	
Up to 100Gb	
Up to 250Gb	
Up to 500Gb	
Up to 1,000Gb	

Optional Supplementary Fees

Item	Charge
Dedicated ADSL2 connection ¹ includes dedicated BT line	£50.00/month/per business site
Exchange Server Active Directory 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.
Onsite support (2 hour min.) travel time will be added at reduced rate.	£100/hr

¹ BT line required. It will be billed to customer at cost.