

Your Ogi Service Description

Ogi Pro Backup

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As you know, here in Wales, when someone shouts 'Ogi!', it's impossible not to smile – or respond. That's why we chose Ogi as our name: it's about connecting people to one another, which is exactly what we do, digitally.

We're your Welsh full fibre internet provider and we're here to provide you with the ultrafast, reliable connectivity you need every day. We also go beyond broadband, helping businesses like yours to protect their connection, and to be more productive – with watertight security options, enhanced wifi capability, voice services, cloud solutions and more.

Thank you for choosing an Ogi Pro Backup service from us. This little booklet aims to set out, simply, what you can expect from us. Read it – along with our Terms and Conditions – and keep it safe.

Please speak to our specialist business support team today on 029 2002 0535 or business@ogi.wales if there's anything more we can do to help. For now, we hope that our backup and recovery services help to make your business secure and stronger for the future.

Thank you again for choosing Ogi.

Service Description

This Service Description explains everything you need to know about your Ogi Pro Backup service.

This is just about your Backup service, so if you've also signed-up for other Ogi business services, all the Service Descriptions can be found on our website by clicking [here](#). Please read this document carefully, alongside Ogi's [Terms and Conditions for Business Services](#).

Service Overview

Service Outline

Ogi Pro Backup service is a fully managed cloud backup service for companies using Microsoft 365 (formerly Office 365). This is an 'add-on' service for our customers using Microsoft 365 and is provided on a per-seat / per-month basis.

This service provides unlimited cloud-based backup and recovery of data stored in Exchange Online, SharePoint Online, OneDrive for Business and Teams, and is provided in partnership with SkyKick.

Service Availability

The service is available to Ogi customers who are using any version of Microsoft 365 and where Ogi are Partner of Record or Cloud Solution Provider Partner.

Applicable Service Level Agreement

The Ogi Business Care SLA applies to his service.

Applicable Terms and Conditions

Ogi's General Terms and Conditions apply. In addition, for the elements of the service which relate directly to SkyKick services, SkyKick's Terms and Conditions also apply. These can be viewed via the website below:

<https://www.skykick.com/customer-terms-conditions>

Contract Periods and Cancellations

The service is offered on a monthly rolling-contract basis and is also available as a 12-month contract. A free 'trial-period' of up to one month is provided to ensure that the customer setup and configuration is optimised.

Complaints

Our aim is to always provide a positive experience. However, things go wrong from time to time, and if you feel that our service has fallen short of your expectations, then please let us know, so that we can improve things for the future.

Contact **029 2002 0550** to share your complaint with us, or email complaints@ogi.wales.

Please refer to your Service Level Agreement. Visit ogi.wales for more information.

Service Detail

The service consists of the following elements:

- Cloud Backup Seat Licences
- Cloud Storage
- Service Setup and Configuration
- Self-Service Portal
- Monitoring and Alerting
- Managed Recovery Services
- Change Management

Cloud Backup Seat Licences

The Service is delivered on a per-seat model. A seat is required for each of the following use cases:

- Exchange Online User mailbox
- Exchange Online Public Folder
- Exchange Online Shared Mailbox
- SharePoint Online User / OneDrive for Business User*
- OneDrive for Business User*

**When backing up SharePoint a seat licence is required for all users who have SharePoint services enabled in the Office 365 tenant. This automatically also covers OneDrive for business users. When only backing up OneDrive for Business, a seat licence is only required for each user where backup is enabled. Backing up Teams related content requires at least one Full License covering Exchange and SharePoint.*

Licence requirements and charges are calculated monthly and can be varied up and down within the term of the contract.

A one-month free period is available during service setup to allow for the optimisation of the service to minimise charges.

Cloud Storage

The service includes unlimited cloud storage in Microsoft Azure, with the customer able to specify the geographical location of the data to assist with business continuity and data governance compliance requirements.

This storage is appropriate for most customers, however should the customer require complete control of the storage environment the service can be configured to use a customer managed Azure storage environment. In this case the customer will be responsible for all associated storage costs and for ensuring the storage environment is available and has sufficient capacity.

Contact Us

Phone

029 2002 2333

Email

business.care@ogi.wales

Webform

Go to www.ogi.wales and click on 'Contact us'

Letter

Ogi Business Care
Hodge House,
114-116 St. Mary Street,
Cardiff, CF10 1DY

We also offer a Welsh Language Line if you'd like to get in touch in Welsh:

029 2002 3200

cymraeg@ogi.wales

Service Setup and Configuration

Setup and configuration of the service is provided for a fixed, one-off charge. This includes:

- Ensuring all pre-requisites are in place.
- Connection to the customer's Microsoft 365 tenant.
- Configuration of initial cloud-backup settings and liaison with customer to optimise backups.
- Documentation of Backup Policies.
- Setup of monitoring and alerting.
- Remote training for customer in use of Self-Service Portal
- Initial test restore.

Some customers may have complex setup requirements, such as specific testing plans, business continuity documentation or setup of Azure Storage environments. Where these require a custom setup process additional time-based charges may apply.

Self-Service Portal

A self-service portal is available for customers and is available with two levels of access:

- Search and Restore: Allows customer to search for and restore data.
- Full Access: Also allows the customer to access Alerts and Cloud Backup Settings.

The level of access will be agreed with the customer as part of setup and multiple customer accounts can be created if required. Note that only user accounts in the customer Microsoft 365 tenant can be added to the Self-Service Portal.

Note: Full Access users will be able to change the scope and timing of backups. All changes made by the customer which affect seat numbers will be considered as an acceptance of the corresponding increase in monthly charges.

Monitoring and Reporting

Included within the service are the following monitoring and reporting activities:

- Monitoring and response to all alerts generated by the system to ensure backups are performing as expected
- Monitoring of changes to scope in backup services to ensure all changes are planned

Customers also have access to the online dashboard where they can directly view information such as:

- Total backup data consumption
- Total Site Collections Backed Up
- Total User Mailboxes backed up
- Total Office 365 Groups \ Teams backed up
- Date of last successful backup
- Alert History and activity

Managed Services

We can offer you a range of connectivity and support services. Speak to our specialist business support team today at business@ogi.wales or **029 2002 0535** to find out how you can benefit from watertight security options, enhanced wifi capability voice calling solutions and more.

Managed Restores

While the customer can carry out restores via the self-service portal directly, they may also wish to have this carried out by one of our experienced engineers. A simple email or call to Ogi Business Care is all that is required. Our engineers will:

- Confirm the restore requirements with the customer
- Carry out an impact analysis of the restore
- Carry out the restore and confirm with the customer successful completion
- Record the activity in our service desk for compliance / audit purposes

Change Management

The service can be configured to automatically detect additional mailboxes and SharePoint resources and add these to the backup. While this provides the greatest level of protection it also means that charges for additional seats are automatically applied. Customers who require a greater level of control over charging may wish to have these features disabled. In this case the addition of new mailboxes / SharePoint sites collections etc. will require a Change Control process.

All customer requested changes to the configuration are run through our standard Change Control process. Where Ogi are also providing a full management service for Microsoft 365, changes to the Ogi Pro Backup service can also be built in to standardised processes, e.g. for onboarding/offboarding new users.

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Thank you for joining Ogi.

For updated information about Ogi please visit the website www.ogi.wales

Get in touch

Got a question?

Let's get you to the right team.

Customer Care

Here for your every need.

Monday to Friday, 8am–6pm

Tel: 029 2002 2333

Email: business.care@ogi.wales

Something not up to scratch?

www.ogi.wales/complaints

Llinell Gymraeg

Adborth, cais neu broblem?

Rho wybod i ni trwy gyfrwng y Gymraeg:

Llun i Gwener, 8am–6pm

Ffôn: 029 2002 3200

Ebost: cymraeg@ogi.cymru

Your Service Description is available in braille, large print or audio formats. Just let us know how you'd like it.

Version	Date	Author	Summary
1.0	15/01/24	DB	First Publication