



e2e Managed VM Service – Terms and Conditions

Service Specific Terms and Conditions

On-boarding	On-boarding is included. Optionally we can also migrate the data into the service on a time and material basis
Off-boarding	Off-boarding is included. Optionally we can also migrate the data out of the service on a time and material basis.
Backups	Managing server backups is not included by default, as it depends on the cloud providers offerings, but can be provided on a time and materials basis.
Disaster recovery	Disaster recovery is not included by default as it depends on the cloud providers offerings, but can be provided on a time and materials basis.
Service lead time	Typically 5 days from acceptance of order
Minimum term	One month
Early exit charge	None
Termination charge	None
Consumer responsibilities	<p>The consumer is responsible for providing the cloud infrastructure and all bandwidth used for the management remote connectivity (at their end of the connection). The customer needs to provide the bandwidth as mentioned above and may also be required to pay the IaaS cost to their existing supplier of any VM's we require in order to deliver this service. These VM's would be required when:</p> <ul style="list-style-type: none"> - We have to deploy a virtual VPN device (in this case a VM with 2cpu/4gb RAM is required per cloud - typically only one is required) - In secure environments we may need a 'jump box' or similar – again one or two VMs with 2cpu/4gb RAM - If the customer requires it we can run some aspects of our service on their cloud (i.e. the monitoring server and syslog servers we use to provide monitoring). In this scenario we would require two VMs with 2cpu/4gb RAM for most typical deployments - The customer may be required to liaise with their existing cloud provider in order to facilitate our access - The customer may need to liaise with their IaaS provider and create tickets, etc. so we can access the monitoring and management API services provided by their IaaS provider (we have integrations with most major cloud provider API's that allow us to integrate with the IaaS platform in order to expedite fault resolution, etc.)
Technical requirements	To manage the service we require a VPN to be created to our secure virtual SOC using CESG CPA approved devices. These are included at the e2e end but the customer is required to facilitate the provision of secure VPN access at the customer cloud end. The default method is through an IPSec connection over the Internet. The customer is required to provide the bandwidth required for



	<p>the remote connectivity. These bandwidth requirements are very low: (2Mbps for small numbers of VMs, up to 10Mbps for large deployments).</p> <p>We then deploy VPN devices on the cloud we are managing or use the VPN service provided by the Cloud Service (as with MS Azure or Amazon EC2). We can provide virtual VPN devices or physical devices. The cost of setting the VPNs up and providing the equipment is covered in the on boarding.</p> <p>All service management is then provide from our ISO27001:2013, Cyber Essentials Plus (CES+) and IASME certified security operations centre by our expert, SC cleared staff.</p> <p>Where the customer is using a high security cloud service or where security is paramount e2e have a secure connectivity service – ‘e2e Secure Cloud Connect Service’. This is a separate g-cloud service that provides an enhanced security connection that enables us to connect to your service in a manner amenable to the secure cloud provider.</p>
Networks and Connectivity	<p>e2e services are designed and assured to connect to the following networks. Please contact e2e for further details.</p> <ul style="list-style-type: none"> • Public Services Network (PSN) • Government Secure intranet (GSI) • Police National Network (PNN) • New NHS Network (N3) • Joint Academic Network (JANET)
Ordering and Invoicing	Monthly in arrears by Purchase Order or Direct Debit
Data restoration/service migration	Data can be migrated into the service. e2e can assist with this process on a time and materials basis if required. Data can also be migrated out of the service as and when required by the customer. e2e can assist with this process on a time and materials basis if required.
Financial recompense model	If the service level falls below the stated availability (excluding planned or emergency maintenance and excluding any fault that is not the responsibility of e2e or e2e components), consumers will be eligible for a service credit. Service credits are provided as professional service credits that can be used for any support, design or security activities and are calculated at a value of 10% of service spend on the particular service.
Training	There is no training available for this service.
Trial Service	There is no trial service available.
Service Management	Service management is included.
Service Constraints	Planned maintenance periods are agreed per customer but default to periods after 8pm Mon-Fri or at weekends.

[More information and contact details](#)



For more details on this service and to see the other services we offer visit

www.e2e-assure.com

Enquiries, and more information is available on request, email info@e2e-assure.com