

Managed Backup Installation and Onboarding

The table below provides a “typical” timetable of events leading up to full Managed Backup installation. The time necessary for these steps may vary due to your needs, arrangements with outside suppliers, and scheduling. It also sets forth our responsibilities in the process as well as your company’s role. You can contact your sales team or Service Delivery Specialist with any questions.

ACTIVITIES OUR RESPONSIBILITIES CLIENT'S

| ACTIVITIES | CONTRACT SIGNING | ORDER APPROVED* | WELCOME CALL | TECH CALL & BACKUP CONFIG | BACKUP DELIVERED | IMPLEMENTATION & AGENT INSTALL | BCDR GOES LIVE | FOLLOW-UP CALL | WELCOME EMAIL |
|------------|--|---|---|---|--|--|--|--|---|
| | DAY 1 | DAY 5 | DAY 10 | DAY 13 | DAY 27 | DAY 28-33 | DAY 29-45 | DAY 30-46 | DAY 31-47 |
| | Our sales team enters your order into the Dash system. | Our sales order coordinator will ensure all the proper paperwork has been signed and attached to the order. | Our Service Delivery Team will contact you to schedule a technical call. | Our team gathers technical data for successful installation. Engineering will configure the backup per your requirements and ready it for installation. | TPx will send backup hardware: <ul style="list-style-type: none"> ▪ Remote Install: ship directly to customer ▪ Pro Install: ship to Field Ops Warehouse ▪ COLO Install: ship directly to COLO site | Service Delivery will schedule time for a backup to “go live” as well as installation of agents with TPx resources at agreed upon time. | Date scheduled for TPx engineer/you to confirm devices can be turned up and no errors occurred. Day 29-32 if no roundtrip device needed Day 35-45 if device needed to seed data in the cloud | TPx rep will reach out to make sure your service is working correctly. The order will then be sent to our Onboarding team. | You’ll receive an email which explains how to open service tickets. |
| | You sign the contract. | You may be asked to sign the paperwork or provide additional information if anything was missed. <i>*order approval pending all paperwork accepted</i> | Invite technical resource (if you’re not) and answer initial questions that will be sent before call. | You will provide any remaining technical information for backup install and configuration and also agree on a goal install date. You can come with additional questions as there will be an engineer on the call. | Be available to receive backup device and be ready to install it per instructions of an engineer (if remote install). | Install agents on servers to be protected and ensure that you have adequate network resources and bandwidth. Confirm that protection services by a single resource are scheduled appropriately. | Review the portal and all protected machines for quality and accuracy of the schedule. | Verify your service is working correctly. | |