

## Managed Services

9:00am - 5:30pm Monday to Friday\* (excl UK Bank Holidays)

**MS Office 365 Backup**



Call 020 7749 7949 + Option 3 or  
email [support@autodata.co.uk](mailto:support@autodata.co.uk)

**KnowBe4**



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**Managed Backup  
as-a-Service**



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## Supported Products

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**Wasabi Storage**



Call 020 7749 7949 + Option 3 or  
email [support@autodata.co.uk](mailto:support@autodata.co.uk)

**MS Office 365 CSP**



Call 020 7749 7949 + Option 3 or  
email [support@autodata.co.uk](mailto:support@autodata.co.uk)

## 24/7 Supported Products

24 hours per day, 7 days per week, 365 days per year

**Veeam VCSP Support  
(non-managed)**



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email [support@autodata.co.uk](mailto:support@autodata.co.uk)  
(OUT-OF-HOURS: call above number only)

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| Priority                    | Target Response   | Target Resolution | Criteria                                                                          |
|-----------------------------|-------------------|-------------------|-----------------------------------------------------------------------------------|
| <b>Critical P1 Incident</b> | 0.5 Working Hours | 4 Working Hours   | Loss of business critical system/<br>multiple users unable to access system       |
| <b>High P2 Incident</b>     | 1 Working Hour    | 6 Working Hours   | Important service not functioning, key<br>system down, loss of services for users |
| <b>Standard P3 Incident</b> | 4 Working Hours   | 12 Working Hours  | Operations affected but functioning,<br>low disk space, slow performance          |
| <b>P9 Service Request</b>   | 8 Working Hours   | 5 Working Days    | User requests, feature updates, new<br>starts, password resets, account locked    |