

Description	dinCloud	MSP	Reseller	End User
Security				
Tier 3+ data centers	X			
Guards & man-traps	X			
Biometric cage access	X			
Kinetics digital locks	X			
IP Cameras in cages & facility	X			
All access points to our data centers have audit logs and comply with SSAE16 (formerly SAS70 Type II) auditing standards	X			
Each customer gets a dedicated firewall which they manage using dinManage	X			
All customer networks and virtual machines running behind their dedicated firewall	X			
Firewall includes DHCP, NAT, port-forwarding, access-lists, IPSEC VPNs	X			
All traffic in and out of dinCloud is filtered through Threatstop IPR	X			
Dedicated SSL gateways encrypt traffic to hosted virtual desktops (non dinDaaS products)	X			
Destruction of hard drives that are removed from data centers	X			
Penetration testing		X	X	X
Technical Discovery				
Provide physical address		X	X	X
Provide number of End Users		X	X	X
Provide list of End User devices		X	X	X
Provide End User locations		X	X	X
Identify how much bandwidth is available		X	X	X
Provide results of a speed test: http://www.bandwidthplace.com/		X	X	X
Provide carrier information		X	X	X
Provide list of applications		X	X	X
Provide any security or group policies that are in place		X	X	X
Provide network diagram		X	X	X
Provide IP addresses currently being used		X	X	X
Provide trace route network tests to dinCloud		X	X	X
Setup				
Provision Hosted Private Cloud	X			
Provide administrator access of client's account through dinManage	X			
Provide the virtual machine including the Operating System	X			
Configure p2p VPN between customer's onsite and cloud based virtual firewall. If unable to configure, seek Reseller assistance, or ask dinCloud to find a Managed Service Provider for an additional fee		X	X	X
Manage any firewall for the machines, including all firewall policies		X	X	X
Provide Read Only access to Active Directory (AD) or Active Directory Federated Services		X	X	X
Configure and replicate Windows Active Directory servers between onsite and dinCloud. If unable to configure, seek Reseller assistance, or ask dinCloud to find a Managed Service Provider for an additional fee		X	X	X
AD configuration and management including group policies		X	X	X
Proactive availability and performance monitoring and alerting of virtual desktops and servers		X	X	X
File server configuration including distributed file server (DFS) and FTP		X	X	X
SQL DB setup including high availability (HA)		X	X	X
Patch management for virtual desktops and servers		X	X	X
MS Office install and upgrades		X	X	X
Backup and restore (third party software and applications)		X	X	X
Application level high availability e.g. SQL HA,DFS, AD		X	X	X
Physical endpoint management		X	X	X
DR planning		X	X	X
Log management		X	X	X
Data migration (on-prem to dinCloud and within dinCloud from one VM to another)		X	X	X
Application migration (on-prem to dinCloud and within dinCloud from one platform to another)		X	X	X
dinManage (shop.dinCloud.com)				
Create and update dinManage user guide	X			
Set up users in dinManage	\$			
Spin up New VM's in Existing Environment	\$			
Create users profiles in dinManage	\$			
Scheduled VM Resource Upgrade/Downgrade	\$			
Convert VM into template from dinManage	\$			
Update VM Labels	\$			
dinManage VM Reports	\$			
Scheduled VM Restart	\$			
Add VMs to the domain	\$			
Data Migration				
Large data migration; copy data to storage device and ship device to dinCloud. (dinCloud to load data manually in data center for an additional fee)	\$	X	X	X
Migrate data by transferring via site-to-site VPN, secure point-to-point, or MPLS connection. End-of-Service migrations will be governed by the terms of the Agreement.		X	X	X
Physical to Virtual conversion of End User infrastructure		X	X	X
Data Migrations on existing dinCloud machines				
Migrate VM's data between platforms within dinCloud		X	X	X
Leverage data migration tools to migrate settings, apps, data or re-install them from scratch		X	X	X
If spinning up new resources, use shop.dinCloud.com to order HVDs or dinServers		X	X	X
Troubleshooting		X	X	X
Bandwidth				
Recommend bandwidth options	\$			
Identify additional bandwidth requirement for service delivery		X	X	X
Arrange for additional bandwidth		X	X	X
Licenses				
Provide licenses. dinCloud will only provide Microsoft cloud licenses offered under Service Provider License Agreement (SPLA) as well as any other software licenses that it publishes in its monthly Schedule of Charges.	X	X	X	X
Ownership of licenses (depends on who provides the licenses)	X	X	X	X
License usage reporting to software vendors (depends on who provides the licenses)	X	X	X	X
Certification of End User licenses		X	X	X
Send and receive End User License Agreement (EULA)		X	X	X

End User Applications				
Apply application updates and security patches so as to mitigate any malicious breaches or other issues which could affect services		X	X	X
Setup and installation of End User templates (golden images) and applications not installed or provided by dinCloud		X	X	X
Management of applications and licenses that are compliant with manufacturer End User License Agreements (EULA) for cloud use		X	X	X
Granting End User access		X	X	X
Service Desk & Support				
Open incident tickets (related to dinCloud services only)		X	X	X
Track incident tickets	X			
Close incident tickets	X			
Hardware issues at dinCloud data center(s)	X			
Hardware issues at End User location(s)		X	X	X
Software issues related to End User installed applications		X	X	X
Connectivity issues		X	X	X
Network issues		X	X	X
Bandwidth issues		X	X	X
Additional Services can be added on thru a Virtual Admin or other dinCloud paid services		X	X	X
Virtual Admin*				
Connection broker/gateway server troubleshooting	X			
PNTools upgrade	X			
AppPortal setting	X			
Firewall restart	X			
Install RDS license on the terminal server, activate license for customer	X			
Turn on/off legacy templates	X			
Printer/Scanner setup	\$	X	X	X
Assistance with display issues	\$	X	X	X
Users assignment report from connection broker	\$	X	X	X
Allow/Block certain IP	\$	X	X	X
Restart VM if it is not responding	\$	X	X	X
Spin up new VM's in existing environment and create users profiles in dinManage	\$	X	X	X
Scheduled VM Resource Upgrade/Downgrade	\$	X	X	X
Convert VM into template from dinManage. Update VM labels	\$	X	X	X
dinManage VM reports, scheduled VM restarts and add VMs to the domain	\$	X	X	X
Add/Remove VMs to/from the connection broker	\$	X	X	X
Users assignment in the connection broker	\$	X	X	X
Connection broker configuration/management	\$	X	X	X
Customized configuration on connection broker	\$	X	X	X
IP Configuration	\$	X	X	X
Turn-on Windows features and roles of servers	\$	X	X	X
Attach ISO provided by customer to a VM	\$	X	X	X
Restore a server or desktop	\$	X	X	X
MSFT Office upgrade (mount media, installation and activation)	\$	X	X	X
Customized billing reports. Create Users in AD	\$	X	X	X
Addition/Deletion of ports at firewall (dinCloud end)	\$	X	X	X
VPN configuration (site to site) at dinManage	\$	X	X	X
Block/Allow Certain IP	\$	X	X	X
DMZ Setup	\$	X	X	X
NAT setup	\$	X	X	X
dinBackup*				
Approve backup server	X			
Provide Product License Key and Server Description to Customer	X			
Place order for dinBackup server from dinManage	\$	X	X	X
Click on My Server and Remote Console into your dinBackup server	\$	X	X	X
Assign static IP to dinBackup Server	\$	X	X	X
Configure and start Server Backup Manager	\$	X	X	X
Restart Backup Server	\$	X	X	X
Access Backup Server from Web Interface	\$	X	X	X
Buy dinBackup Server License from dinManage	\$	X	X	X
Activate Product using License Key	\$	X	X	X
Install Server	\$	X	X	X
Configure Server	\$	X	X	X
Install dinBackup agents on the virtual machines	\$	X	X	X
Configure policies	\$	X	X	X
Troubleshooting	\$	X	X	X
Restores when required, maximum of 5 per month	\$	X	X	X
Management/Maintenance/Patches/Updates	\$	X	X	X
Alerting	\$	X	X	X
Monthly Report	\$	X	X	X
Monitoring	\$	X	X	X
Quarterly Inventory	\$	X	X	X
Daily Snapshots on converged platform	\$	X	X	X
VM level restores on converged platform, maximum of 5 per month	\$	X	X	X
Veeam*				
Create Repository	\$	X	X	X
Install	\$	X	X	X
Configure	\$	X	X	X
Troubleshooting	\$	X	X	X
Restores when required, maximum of 5 per month	\$	X	X	X
Monthly Report	\$	X	X	X

**Fee-based services available.*

Any roles and responsibilities not contained in this document are either not provided with the Service or assumed to be MSP, Reseller or End User responsibility.

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