

KASEYA UNIFIED BACKUP SUBSCRIPTIONS SPEND LESS TIME MANAGING YOUR BACKUP AND YOUR BUDGET



“Set it and forget it” with Kaseya Unified Backup Subscriptions! Always have full-featured backup and disaster recovery in place with simple, predictable pricing. Support from our expert team is included, so you can always get help when you need it. Choose the Cloud, Retention and Resilience services you need, all of which are available at one affordable fee.

The easiest way to cover your backup and disaster recovery needs!



ALL-OPEX PRICING MODEL

Subscription-based, operating expenditure pricing gives you the most budget predictability and simplifies your accounting.



BUDGET SIMPLICITY AND PREDICTABILITY

Offered in 3-year terms, with cloud retention and unlimited agents included.



NO UPFRONT HARDWARE COSTS

It's easy to get started. Get protected with all-in-one backup with storage included. No upfront investment required.



AUTOMATICALLY REFRESHED HARDWARE

Get free Kaseya Unified Backup appliance replacement upon a 3-year renewal, so you can keep your rack stocked with the latest backup hardware and software. No upgrade fees, no separate contracts or add-ons needed.



ROBUST ENTERPRISE PLUS FEATURES INCLUDED

With Kaseya Unified Backup Subscription pricing, everyone gets our most advanced feature set, including enterprise application support, automated testing and integrated reporting.

Frequently Asked Questions (FAQ)

- Q** **What payment options and contract terms are available as a subscription?**
- ➔ Subscriptions are offered on a 3-year term that is paid monthly, annually or upfront.
- Q** **What backup products are available as a subscription?**
- ➔ All Kaseya backup products are available with flexible payments in this new subscription model. Ask your Kaseya account manager for more details. Products include:
 - o Kaseya Unified Backup hardware, virtual and MAX appliances and adapters
 - o Helix
 - o Forever Cloud Retention and DRaaS services
 - o Kaseya EndPoint Backup
 - o Spanning Backup for Microsoft 365, Google Workspace and Salesforce
- Q** **Does the Kaseya Unified Backup and Kaseya Unified Backup MAX subscription include hardware?**
- ➔ Yes. These hardware appliances are available as a single, simple subscription payment that includes hardware, software, adapters and support.
- Q** **Are there any special requirements to use subscriptions for Kaseya Unified Backup appliances?**
- ➔ Yes. Since these devices typically live inside a customer's network, it is important that they have internet connectivity to remain active with the subscription licensing platform. The Helix service must also be enabled on the backup appliance, which also aids in important features such as automatic appliance updates. All communication to the licensing platform and Helix is encrypted and secure. No customer backup data is communicated to the licensing or Helix platforms.
- Q** **How should I choose the backup storage size (in TBs) I need for my Kaseya Unified Backup or Kaseya Unified Backup MAX appliance?**
- ➔ To avail the best service and to minimize disruptions, choose an appliance size that will protect your organization's projected data growth for three years. This way, you can change your appliance size and, if needed, you can swap your old appliance for free replacement hardware at the same time. Your Kaseya account manager can help you size your appliance and show you our automated backup sizing tool.

Frequently Asked Questions (FAQ) (Cntd.)

Q Can I upgrade my Kaseya Unified Backup or Kaseya Unified Backup MAX appliance size during my subscription?

- ➔ Yes, but a one-time upgrade fee may apply depending on the timing of the request relating to your contract term. The upgrade fee structure is as follows:
 - o Upgrade occurs in months 1 to 6: Maximum fee is your monthly purchase price x 4
 - o Upgrade occurs in months 7 to 12: Maximum fee is your monthly purchase price x 2
 - o Upgrade occurs in months 13 to 24: Maximum fee is your monthly purchase price x 1
 - o Upgrade occurs month 25 or later: No fee

Q What is required for free hardware replacement?

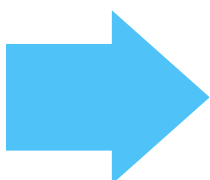
- ➔ Simply purchase a new subscription for three years at the time of renewal. You can continually renew on 3-year terms and always get free replacement hardware every three years.

Q How do I renew my Kaseya Subscription?

- ➔ Your subscription is automatically renewed based on the terms of the End User License Agreement. The most advantageous option is to renew for another three years. A three-year renewal locks in your price and also gives you rights to a free appliance upgrade. If you want to change your service level or cancel your subscription, contact your Kaseya partner or account manager prior to 30 days before the end of your contract.

Q What happens to my data if I don't renew my subscription?

- ➔ If you don't plan on renewing your subscription, you must migrate any backup data you need to keep before your subscription ends. Licenses for our backup software can be turned off at the end of your subscription. If you have Kaseya hardware, such as a Kaseya Unified Backup appliance, you'll need to return it to Kaseya within 30 days. Your appliance must check in with the Kaseya licensing service in order to continue backup and recovery. For customers that do not have internet connectivity for their appliance, the perpetual purchase option is available..



READY FOR
SET-IT-AND-FORGET-IT BACKUP
WITH KASEYA SUBSCRIPTIONS?