Sivility Systems
SIVILITY-AS-A-SERVICE
CATERED FOR YOU
Serviced by Sivility
Ken Eynon (CEO)
Courtney Simpson (CRO)
Mark Tudela (Chief Architect)

Sivility creates meaningful relationships with our partners. We don't just sell services or re-sell products, we offer value-based solutions and form meaningful partnerships with our clients.

Solution Provider / VAR

- Sivility is a Value-Added Reseller with emphasis on providing real value with Technology Resell
- Partnerships with all Tier 1 providers i.e. HPE / Dell / Pure Storage / Palo Alto Networks / Arista / Cisco / Cohesity / MINIO / VMWare and many more.
- Asset Lifecycle Management
- Global Fulfilment and Freight Forwarding

Integration / Warehousing

- Warehousing in US
- Full Rack Integration with over 100 AMPs of Power
- Automated System Deployment
- Staging and Configuration Services
- Staff Augmentation and Outsourcing
- International Procurement
- Over 500 Technicians available for Implementation services

Managed Services BaaS/ IaaS/PaaS

- Zero Touch automation engine
- API driven access to IaaS and PaaS
- Managed IaaS / PaaS with 24/7 monitoring
- Flexible design for quick turn up and expansion
- Backup / Archive and Disaster as a Service

Managed Services Info Sec

- Managed Security / Infrastructure & SIEM Managed Assessments, FFIEC, NIST, PCI and many more
- Penetration testing
- Self Audit Tool (CAT)
- CISO on staff

SIVILITY PARTNERS

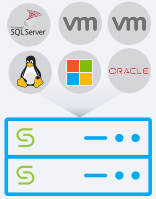
Strategic Partners

Extended Partners

SIVILTY – DATA MANAGEMENT MSP OFFERINGS

ALL-IN-ONE SERVICE CATALOG—POWERED BY COHESITY

STORAGE-AS-A-SERVICE
Hosted or Managed

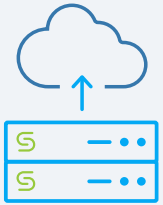


- Protect applications
- Multi-tier capacity reports for billing/planning
- RESTful APIs
- Multi-tier policy driven service-levels

ROBO-AS-A-SERVICE
ROBO Protection using Virtual Appliance or Small SIVILITY Appliance

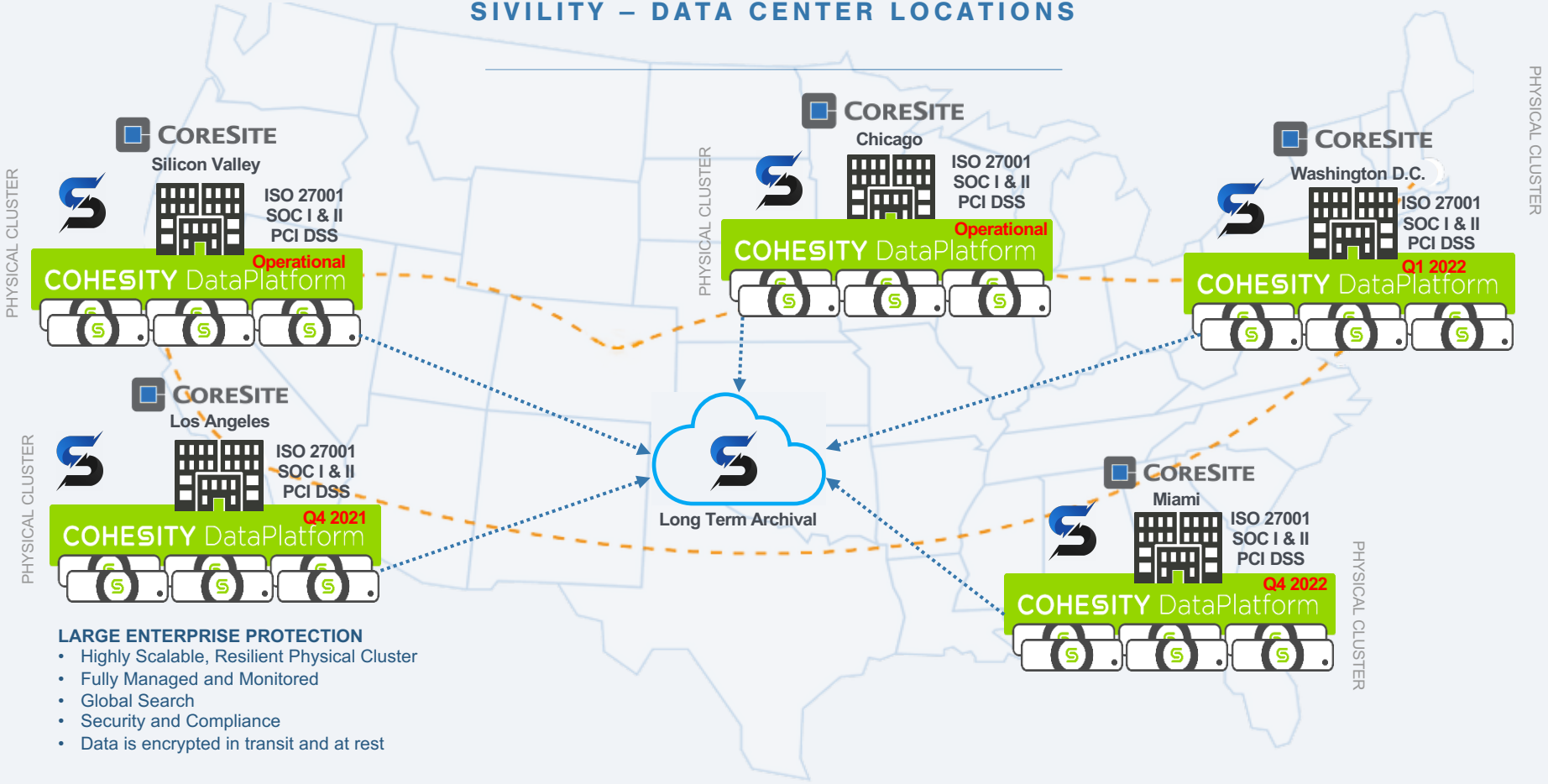
- Cohesity Virtual Appliance Remote/Branch offices
- Uplift service with second site protection
- End-user Self-service backup and restore
- Remote monitoring of Backup Job at ROBO

ARCHIVAL-AS-A-SERVICE
Hosted or Managed



- Long-term archival target (hosted or managed)
- Rapid restore with Google-like search
- Capacity utilization reports for billing/planning
- Support multi-tier service-levels offerings

SIVILITY – DATA CENTER LOCATIONS



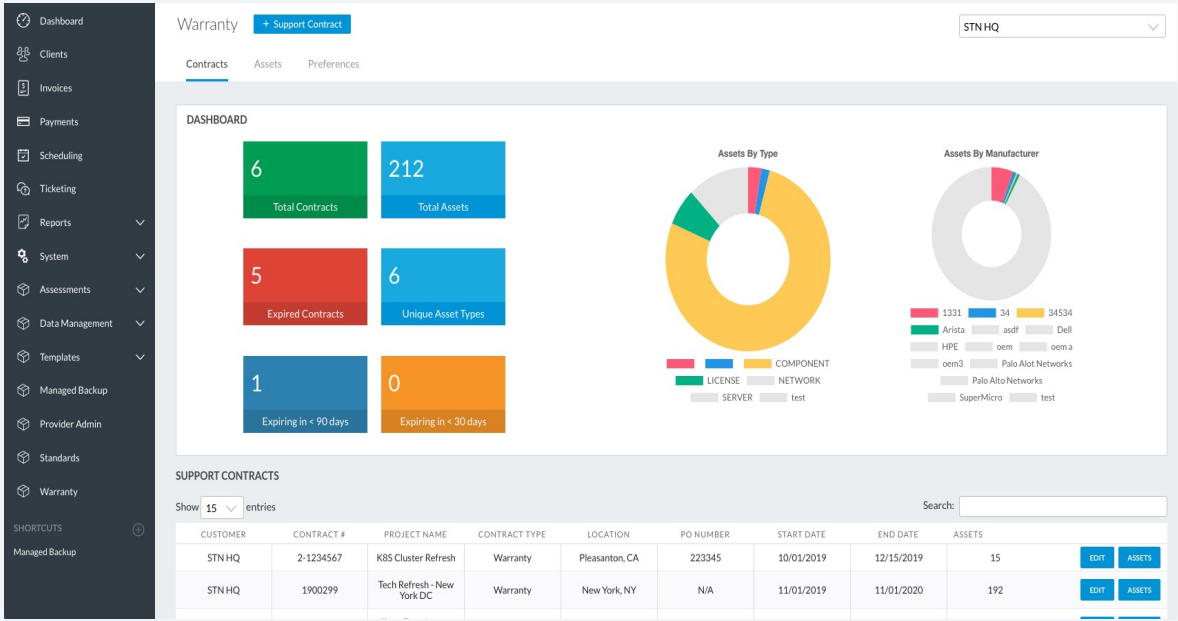
LARGE ENTERPRISE PROTECTION

- Highly Scalable, Resilient Physical Cluster
- Fully Managed and Monitored
- Global Search
- Security and Compliance
- Data is encrypted in transit and at rest

Customer Portal

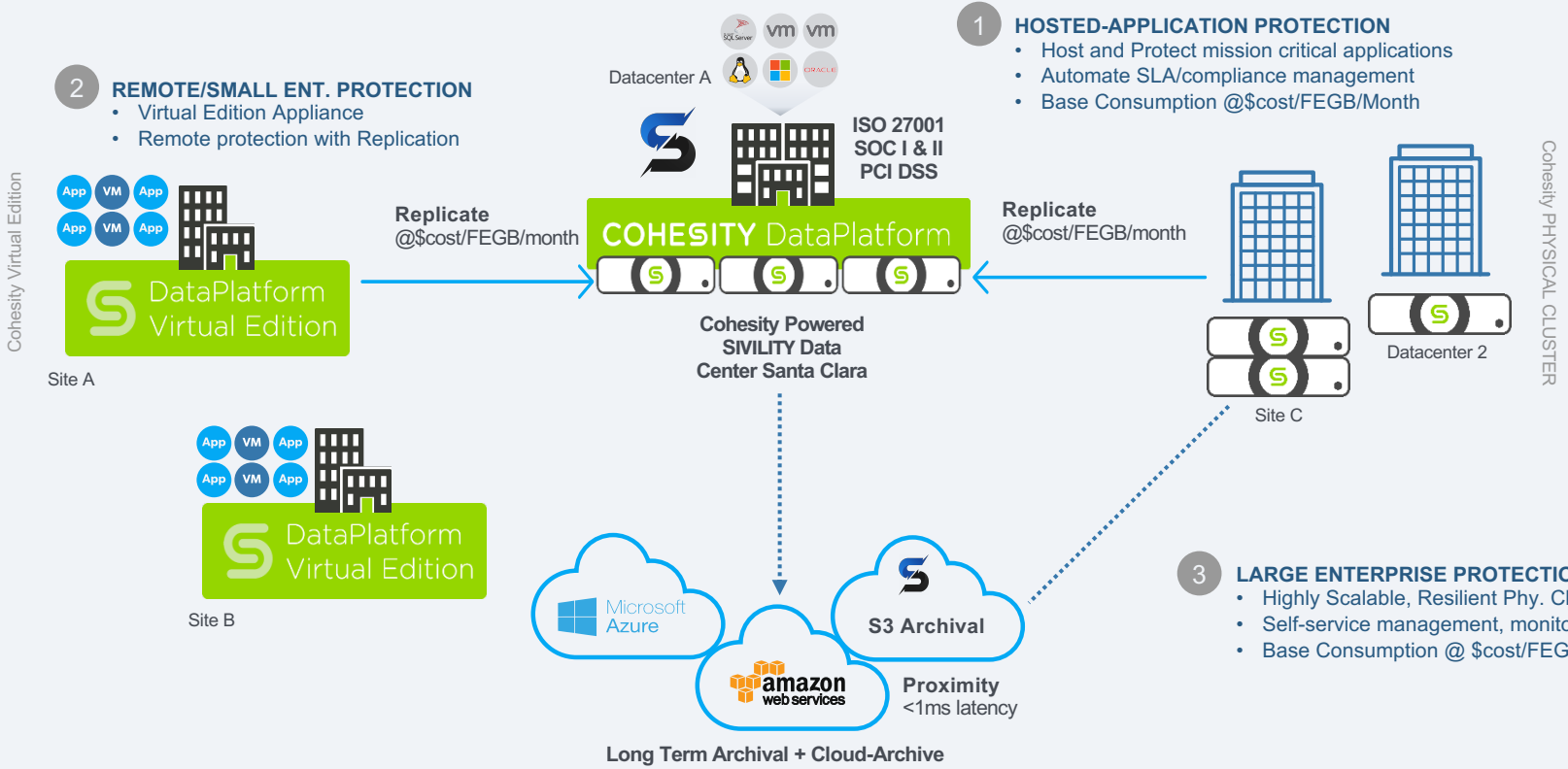
SIVILITY Customer Portal brings one cohesive overview of all your valuable assets. Our single pane of glass provides the following:

- Account Overview
- Invoices and Payment history
- Quotes
- Standard Configurations of frequently purchased assets
- Support and Ticketing System
- Management portal of all your protection jobs
    - Backup
    - DR/BCS
    - Archival
- Asset Lifecycle Management
    - Support Contracts
    - Warranty Management
- CMP (Cloud Management Portal)
    - IAAS
    - PAAS



SIVILITY – DATA MANAGEMENT PLATFORM

POWERED BY COHESITY
HOSTED BY CORESITE



CUSTOMER RESPONSE TIME OBJECTIVES - SERVICES

Service Type	Service Level Agreement (SLA)			Additional Ala-Carte Services (Optional)
	SIVILITY Acknowledgment	Device / Software support & Configuration Changes	Critical, Device Down Incident Response*	
Standard	• Best Effort, not to exceed NBD	• Best Effort, not to exceed 7 business day past acknowledgment	• Best Effort, not to exceed 24 hours past acknowledgment	• Snapshot on demand • Public Cloud Archival
Advanced	• Best Effort, not to exceed 2 hours	• Best Effort, not to exceed 7 business day past acknowledgment	• Best Effort, not to exceed 24 hours past acknowledgment	• Snapshot on demand • File Granular Recovery • Public Cloud Archival
Premium	• Best Effort, not to exceed 30 minutes	• Best Effort, not to exceed 1 business day past acknowledgment	• Best Effort, not to exceed 24 hours past acknowledgment	• Snapshot on demand • Dev/Test Instance • File Granular Recovery • Public Cloud Archival
Platinum	• Immediate	• Best Effort, not to exceed 6 hours past acknowledgment	• Best Effort, not to exceed 24 hours past acknowledgment	• Snapshot on demand • Dev/Test Instance • File Granular Recovery • Cloud Instantiation • Public Cloud Archival

IMPROVED SLA
PROGRESSIVE PRICING

*Excludes any hardware replacement requiring 3rd party support services.

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