

## DATA SEEDING PROCESS

Cloudmore can import large amounts of data into the CTSM data protection solution.

To do this, the following process should be used.

1. Ensure that the CTSM solution has been set up in the Cloudmore control panel.
2. Purchase the data seeding SKUs depending on the volume of data to be imported, before compression.
3. Alert Cloudmore support, in writing, that you will be sending data to us.
4. Copy the files and folders onto the storage device.
5. Securely post or deliver the storage device to our head office in Stockholm.
6. Cloudmore will check the data for viruses and errors and if OK import the data into your system.
7. Once uploaded you will be asked to arrange collection of the storage device.
8. Once uploaded your backup will synchronise and perform the incremental updates to bring your backups up to date.

If additional security arrangements are required then please speak to the Cloudmore support centre

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## DATA RECOVERY PROCESS

If large amounts of data are to be recovered quickly then Cloudmore are able, with your explicit written permission, signed by a senior person within your organisation, to extract the data from you backup set, copy to a storage device provided by you. To do this the following process should be used.

1. Alert Cloudmore Support that a restore extract is required.
2. Purchase the SKUs according to how much data you require to be restored.
3. Send Cloudmore a written request, signed by a senior officer of the company, stating exactly the files, folders and other data to be restored.
4. Post or delivery a suitable storage device to Cloudmore's head office in Stockholm.
5. Cloudmore will perform the data extraction.
6. Cloudmore will advise when the storage device can be collected.

In both cases, Cloudmore will agree on the duration target for the seeding or extraction based on the volume of data and complexity of the data structure. Cloudmore will then do everything possible to meet the target, but cannot be held responsible for factors beyond its control that delay the process.



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