



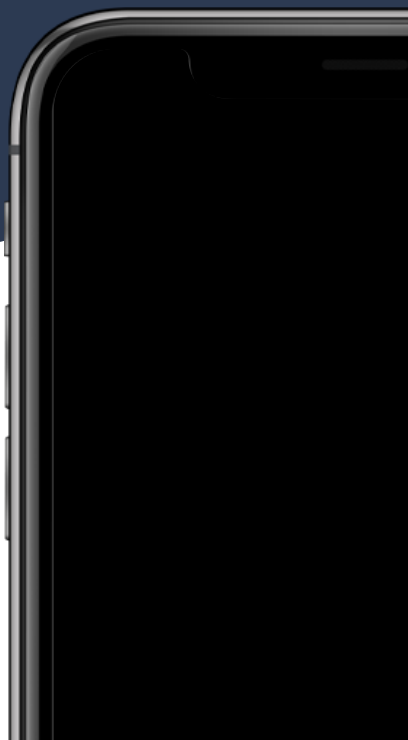
Policyholder's Guide to the Tokio Marine HCC – Cyber and Professional Lines Group Program with OneIT, Datto and Duo

PROGRAM OVERVIEW AND
STEP-BY-STEP GUIDE



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What is the Program About?

The one-of-a-kind program offered by Tokio Marine HCC - Cyber and Professional Lines Group, in conjunction with OnelT, Datto and Duo, is designed to reward policyholders who implement secure and resilient IT environments.

Participants are rewarded in two ways:

1. With a policy premium discount for their cyber security insurance
2. Through a bulk discount with OnelT, for backup and recovery services using Datto and Duo solutions

The first measure of defense against cybercrime shouldn't be insurance – it should be a thoughtful and resilient IT architecture. Recovery systems should be on standby in the case of a ransomware attack, internal attack, data deletion, or disaster to restore lost data and keep the organization running through the unforeseen.

The program developed for Tokio Marine HCC - Cyber and Professional Lines Group policyholders meets the criteria for resiliency and will ensure policyholders don't experience data loss or downtime associated with cybercrime or other common threats to their IT infrastructure. All of this is offered at a budgetary rate much lower than companies could procure on their own.

Any new or existing policyholder qualifies for the program.



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What Roles do OneIT, Datto and Duo Play in the Program?

OneIT, Datto and Duo all work closely together to deliver data backup and continuity solutions to Tokio Marine HCC - Cyber and Professional Lines Group policyholders. OneIT is an integrator of Datto and Duo solutions, customizing them to meet specific criteria outlined by the customer. OneIT then implements the solutions for their customers and continues to provide managed support through the life of the contact term.

First, OneIT works one-on-one with policyholders to understand their current IT environments, risk palate, and budget. After a quick assessment, OneIT designs a solution using Datto and/or Duo that exactly meets the needs of the end user, right down to their specific recovery timeframe.

After the policyholder places an order with OneIT, OneIT works with the policyholder to fully implement and test the solution and provides any training needed.

After the solution is installed and tested, OneIT continues to manage the hardware and backups to ensure they will be operational when needed most. If an attack occurs, OneIT is available to restore data or fully stand up servers in the OneIT cloud.

OneIT makes it as easy as possible to procure and maintain a customized, resilient backup and recovery infrastructure.



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How Do I Get Started?

1. Watch [this video](#), that provides an overview of the program.
2. Contact OneIT by email at sales@youroneit.com, or by completing the form found at www.youroneit.com/tmhcc
3. OneIT will contact you within 4 business hours to discuss the high level details of the program, and then book an assessment call with your IT team.
4. After the assessment, OneIT will design and price a customized solution to meet your exact resiliency requirements. Pricing will be provided using the bulk discount for Tokio Marine HCC - Cyber and Professional Lines Group.
5. After an order is placed with OneIT, they will contact you with a welcome packet and further instructions for how to prepare your infrastructure to receive the Datto appliance(s) or Duo software.
6. OneIT will work with you every step of the way to ensure your environment is ready and the solution can be implemented.
7. When you're ready, OneIT implements the solution and then provides testing and training to you.
8. You can now check the box on your Tokio Marine HCC - Cyber and Professional Lines Group policyholder questionnaire to receive a policy premium discount.
9. OneIT continues to provide free support throughout the life of the Datto and Duo products, and will always be ready to assist with data recovery or stand up in the cloud.



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How Should I Prepare for the Assessment Call with OneIT?

The assessment call is technical in nature, and a representative(s) from your IT department should attend. Some questions OneIT will ask regarding Datto backup and recovery solutions include:

- How much data would you like to protect?
- What backup software, if any, do you use today?
- Number of servers you would like to protect?
- In the event of a production outage, how many servers would you need to stand up to stay operational?
- Which hypervisor are you using?
- Can you provide an export of your hypervisor showing the OS of each server and its storage?
- Are you using a NAS?
- What is your retention policy?
- What would you like your frequency of backup to be locally, as well as in the cloud?
- OneIT will also ask high level details about the LAN and WAN, to ensure they are properly sized to handle backups.

Questions regarding Duo implementation still require IT personnel on the call, but are not as technical in nature (device count, type of devices that will use the solution, etc.)

Answers to questions don't have to be provided on the call. OneIT will send a list of any remaining details needed via email, to be answered at your convenience.



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How Long Does the Solution Take to Implement?

Duo implementation on it's own is fast, taking only a few days.

For Datto, while the time frame can vary based on the complexity of the solution, an average time from the first engagement a policyholder has with OneIT to handoff of the tested solution to the end user is 6-weeks.

There are two periods of time during implementation of Datto solutions that have the opportunity to cause delays:

1. If network service needs added to accommodate the increased traffic of backups.
2. If the existing IT infrastructure is out of date, it will take some time for patches to be loaded and updates made to comply with Datto's minimum standards.

OneIT is committed to working diligently with their customers to ensure on time and successful projects. Customers work with a dedicated project manager to ensure smooth implementation and a clear deliverable for everyone.



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