



Frequently Asked Questions (FAQ)

TM ONE Disaster-Recovery-as-a-Service (DRaaS)

- 1 What is offered under the TM ONE Disaster-Recovery-as-a-Service (DRaaS) via Virtual Private Cloud (VPC) POC?**

Free Cloud Sync licenses and VPC resources worth RM 5,000 per month for the POC.
- 2 How long is the promotion valid for?**

This promotion is valid between 15th March, 2020 – 31st December, 2020. The offer is limited to the first 50 customers.
- 3 Can I request for a POC for both TM ONE DRaaS and TM ONE Azure Stack?**

No, each customer can request for one POC only, i.e. either TM ONE DRaaS or TM ONE Azure Stack.
- 4 What is the duration of the POC?**

Customers will be given 90 days POC free-of-charge, plus 15 days to save their data. Servers will be deleted 105 days after the commencement of the POC.
- 5 What if my organisation does not take the necessary action to secure our data after 105 days post POC commencement? Will the data be lost?**

All data on POC servers shall be deleted after 105 days. TM ONE is not responsible for any loss of customer data due to the deletion of POC resources.
- 6 What are the types of Disaster Recovery (DR) configurations allowed for this POC?**

At the moment ONLY Active/Passive configuration is allowed for this POC.
- 7 How many DR drills can my organisation run during the POC period??**

There is no limit on the number of DR drills customers can run during the 90-day POC period.
- 8 What if my organisation would like to convert its POC to production upon the completion of 90 days or earlier?**

The customer needs to issue a purchase order (PO) to TM ONE to convert their POC environment to production.

9

What is the scope of work (SOW) for TM ONE and for my organisation?

The SOW as follows:

SOW	TM ONE	Customer
Provide Cloud Sync licenses	✓	
Provisioning of compute resources and storage	✓	
Provisioning of the virtual machines (VMs)		✓
Setup DR policy via Cloud Sync portal		✓

10

What is the minimum Recovery Time Objective (RTO) for Cloud Sync?

The RTO for Cloud Sync is 15 minutes (Break Replication and Power On).

11

What is the maximum Recovery Time Objective (RTO) for Cloud Sync?

The maximum RTO is 15 minutes, subject to customer's bandwidth and data changes..

12

Can Cloud Sync be used on any platform other than VMware?

Cloud Sync is not applicable for cloud platforms other than VMware.

13

Which VMware version does Cloud Sync support?

VMware platform version v5.5 and above.

14

Can Cloud Sync also be utilised for back up?

No. Cloud Sync can only be utilised for disaster recovery.

TM ONE Azure Stack Services

1 What is the TM ONE Azure Stack Promotion?

This is an Azure Stack POC promotion. It is free for three months and comes with complimentary resources worth RM5,000 per month. The offer is limited to the first 50 customers. Additionally, customers can enjoy pricing discounts on 1-Year and 3-Year Reserve Instances.

2 How long is the promotion valid for?

This promotion is valid between 15th March, 2020 – 31st December, 2020. The offer is limited to the first 50 customers.

3 Can I request for a POC for both TM ONE DRaaS and TM ONE Azure Stack?

No, each customer can request for one POC only, i.e. either TM ONE DRaaS or TM ONE Azure Stack.

4 How many virtual machines (VMs) / resources can my organisation enrol during the 90-day POC?

Each customer can enrol a maximum of four VMs, which is equivalent to RM 5,000 per month. Please contact your account manager for more details.

5 Will my organisation have to pay for storage during the 90-day POC?

No. TM ONE will provide 200GB of free storage during the POC.

6 What is the procedure to sign up for the 90-day free POC? Is there a form to fill?

Your account manager will help you fill up the POC form with customer information such as your preferred name for your user accounts/email creation, the type and quantity of VMs, etc. Your account manager will then obtain approval from TM ONE product team, who will process the POC request within three working days of receipt of a complete POC form.

7 How can my organisation convert to paid subscription during or after the POC period?

You will be required to sign a Service Order Form with agreed commercial T&Cs, together with MSA and SST to be in place before converting your POC to production.

8 **What do you mean by 1-Year and 3-Year Reserved Instances?**

In a 1-Year Reserved Instance, customers pay a fixed price for virtual machines and storage for 12 months, as opposed to using a Pay-as-You-Go model. Similarly, for a 3-Year Reserved Instance, customer pay a fixed price on virtual machines and storage for 36 months.

9 **Is there a price promotion for the Pay-As-You-Go subscription model?**

Not at the moment. You may proceed with the normal discount approval process for a special price. Please contact your account manager for more information.

10 **Is there any special criteria for storage subscription for this promotion?**

The minimum storage subscription for a 1-Year Reserved Instance is 100GB. The minimum storage subscription for a 3-Year Reserved Instance is 1,000GB.

11 **Can my organisation bring our own license to be used on the TM ONE Azure Stack?**

Customers are allowed to bring their own license for TM ONE Azure Stack. Alternatively, customers can also purchase or subscribe to the relevant licenses via TM ONE.

12 **Where is the TM ONE Azure Stack hosted?**

TM ONE Azure Stack is hosted at TM ONE Data Center (IPDC) in Malaysia to ensure data residency compliance.

For more info, please click [here](#)