

## New Unitrends Subscriptions

SPEND LESS TIME MANAGING YOUR BACKUP AND YOUR BUDGET

“Set it and forget it” with Unitrends

Subscriptions! Always have full-featured backup and disaster recovery in place with simple, predictable pricing and flexible payment options to match your budget.

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.



### FLEXIBLE PAYMENT OPTIONS AND BUDGET PREDICTABILITY

Choose your term, ranging from 1-5 years. Choose to pay Upfront, Annually or Monthly.



### 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 Recovery Series, Recovery Series MAX and ION/ION+ appliance replacement with a 3+ year renewal and 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 Unitrends Subscription pricing, everyone gets our highest feature set of Enterprise Plus, with enterprise application support, automated testing and integrated reporting.

## Frequently Asked Questions (FAQ)



### What payment options and contract terms are available as a subscription?

Eligible Unitrends Subscription products and services are available with upfront, annual or monthly payment options. Contract terms can range from 1-5 years, with favorable features and pricing for contract terms that are three years or longer.



### Can I mix and match payment options and contract terms across Unitrends products?

Wherever possible, Unitrends will attempt to keep all subscription products on the same payment option and contract terms.



### What Unitrends products are available as a subscription?

Most Unitrends products are available with flexible payments in this new subscription model. Ask your Unitrends partner or account manager for more details.

#### The main products include:

- ✓ Recovery Series, Recovery Series MAX and ION/ION+ physical appliances and some adapters
- ✓ Unitrends Backup virtual appliances
- ✓ Unitrends Helix
- ✓ Unitrends Forever Cloud and DRaaS services
- ✓ Unitrends EndPoint Backup (Direct To Cloud)
- ✓ Spanning Backup for Microsoft 365
- ✓ Spanning Backup for Google Workspace (G Suite)
- ✓ Spanning Backup for Salesforce

#### Note:

Some hardware adapters are offered as an outright purchase for a small dollar amount rather than as part of a Unitrends Subscription. This simplifies the process of managing renewals and hardware replacement.



### Does the Recovery Series, Recovery Series MAX and ION/ION+ subscription include hardware?

Yes. These physical appliances are available as a single, simple subscription payment that includes hardware, software and support.

You will need to return physical appliances to Unitrends when renewing and upgrading, or at the end of your Subscription term, in accordance with the Unitrends Return Policy. The return process is easy and includes a prepaid shipping label. Simply contact Unitrends Support to get started.



### **Are there any special requirements to use subscriptions for 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 free 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.



### **Can I combine Unitrends Subscription products with perpetual products?**

**Yes.** Eligible one-time hardware and service options are available as add-ons to Unitrends Subscription products. An example is our SureCare hardware installation option. This one-time service is available as an add-on to a physical backup appliance subscription. Contact your Unitrends partner or account manager for more details.



### **How should I choose the backup storage size (in TBs) I need for my physical backup 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, if needed, at the same time you swap your old appliance for free replacement hardware. Your Unitrends partner or account manager can help you size your appliance and show you our automated backup-sizing tool.



### **Can I upgrade my physical backup 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:

- ✔ Upgrade occurs in months 1 to 6: Maximum fee is your monthly purchase price x 4
- ✔ Upgrade occurs in months 7 to 12: Maximum fee is your monthly purchase price x 2
- ✔ Upgrade occurs in months 13 to 24: Maximum fee is your monthly purchase price x 1
- ✔ Upgrade occurs month 25 or later: No fee



### **What is required for free appliance replacement?**

Simply purchase a new subscription for three years or longer. You can continually renew on three-year terms and always get free replacement backup appliance hardware every three years. One- and two-year renewals will not be eligible for hardware replacement outside of standard warranty situations.

**Note:**

You will need to return your old appliance hardware to Unitrends. The return process is easy. The return process is easy and includes a prepaid shipping label. Simply contact Unitrends Support to get started.



### Are there any benefits to having a five-year subscription contract?

Yes. Aside from favorable pricing, five-year subscription contracts are eligible to receive a free replacement appliance in month 37. This is the shortest contract commitment for two generations of hardware. Just request your appliance in month 37, and once you receive the new appliance, return the old appliance to Unitrends within 30 days. If your retention settings are longer than 30 days, no problem. Just contact your Unitrends partner or account manager for help.



### How do I renew my Unitrends Subscription?

Your subscription is automatically renewed for one year, at the same service level, 30 days before the termination date of your contract. If you want to upgrade your appliance size, change your service level or cancel your subscription and contact your Unitrends partner or account manager prior to 30 days before the end of your contract.



### What happens to my old hardware?

For any hardware purchased on a Unitrends Subscription, including backup appliances and disk archiving units, you will need to return your old hardware to Unitrends when your subscription term on that hardware ends. This applies whether you are upgrading your equipment, renewing your term with an appliance replacement or ending your term.

The return process is easy. Contact Unitrends Support for a prepaid mailing label, then package and send your old hardware. Please remove your data first, as required by your organization's own IT security policy. To avoid any fees, please note that hardware should be returned within 30 days of the new product ship date or the subscription term end date. For details, please see the Unitrends Return Policy.



### 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 Unitrends hardware, such as a physical backup appliance or Unitrends Disk Archiving Unit (RXDA), you'll need to return it to Unitrends within 30 days. Your appliance must check in with the Unitrends 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 UNITRENDS SUBSCRIPTIONS?

[CONTACT US TODAY](#)

## ABOUT UNITRENDS

Unitrends makes efficient, reliable backup and recovery as effortless and hassle-free as possible. We combine deep expertise gained over thirty years of focusing on backup and recovery with next generation backup appliances and cloud purpose-built to make data protection simpler, more automated and more resilient than any other solution in the industry.

Learn more by visiting [unitrends.com](http://unitrends.com) or follow us on LinkedIn and Twitter @Unitrends.

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