



# Stash

# Enterprise

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AppsCode Inc.

<https://appscode.com>

Email: [sales@appscode.com](mailto:sales@appscode.com)



## Overview

Stash by AppsCode is a cloud-native data backup and recovery solution for Kubernetes workloads. Using Stash, you can backup Kubernetes volumes mounted in workloads, stand-alone volumes, and databases. Users may even extend Stash via addons for any custom workload.

| Features                                   | Community                              | Enterprise                                  |
|--------------------------------------------|----------------------------------------|---------------------------------------------|
|                                            | Open source Stash<br>Free for everyone | Open Core Stash for<br>production workloads |
| Backup & Restore Workload Data             | ✓                                      | ✓                                           |
| Backup & Restore Stand-alone Volume (PVC)  | ✓                                      | ✓                                           |
| Schedule Backup, Instant Backup            | ✓                                      | ✓                                           |
| Pause Backup                               | ✓                                      | ✓                                           |
| Backup & Restore subset of files           | ✓                                      | ✓                                           |
| Cleanup old snapshots automatically        | ✓                                      | ✓                                           |
| Encryption, Deduplication (send only diff) | ✓                                      | ✓                                           |
| <a href="#">CSI Driver Integration</a>     | ✓                                      | ✓                                           |
| Prometheus Metrics                         | ✓                                      | ✓                                           |
| Security                                   | ✓                                      | ✓                                           |
| CLI                                        | ✓                                      | ✓                                           |
| Extensibility and Customizability          | ✓                                      | ✓                                           |
| Hooks                                      | ✓                                      | ✓                                           |
| Cloud Storage as Backend                   | ✓                                      | ✓                                           |
| On-prem Storage as Backend                 | ✗                                      | ✓                                           |
| Backup & Restore databases                 | ✗                                      | ✓                                           |
| Auto Backup                                | ✗                                      | ✓                                           |
| Batch Backup & Batch Restore               | ✗                                      | ✓                                           |
| Point-In-Time Recovery (PITR)              | ✗                                      | <b>Planned</b>                              |



## Enterprise Pricing Plans

|                                             | Basic                                      | Gold                     | Platinum                                       |
|---------------------------------------------|--------------------------------------------|--------------------------|------------------------------------------------|
| Recommended for                             | Self-service plan for production workloads | For production workloads | For business and/or mission critical workloads |
| Support Coverage                            | <b>Self-Service</b>                        | <b>8x5</b> 🕒             | <b>24x7</b> 🕒                                  |
| Response Times SLA                          | Best Effort                                | Table 1                  | Table 2                                        |
| Quarterly Updates                           | Yes                                        | Yes                      | Yes                                            |
| Emergency patches                           | <b>No</b>                                  | <b>Yes</b>               | <b>Yes</b>                                     |
| Incident Tickets (with SLA coverage)        | <b>N/A</b>                                 | <b>5/mo</b>              | <b>16/mo</b>                                   |
| Contacts for Ticketing                      | <b>N/A</b>                                 | <b>5</b>                 | <b>10</b>                                      |
| Remote Hands (Debug via Zoom) for addtl fee | Yes                                        | Yes                      | Yes (Includes FREE 2 hrs for Initial Setup)    |
| Production Runbook                          | No                                         | Yes                      | Yes                                            |
| Dedicated Private chat (via Discord)        | No                                         | Yes                      | Yes                                            |
| Phone Support                               | No                                         | No                       | Yes 📞                                          |
| Custom Features                             | No                                         | Additional fee           | Additional fee                                 |

🕒 Business Hours: Mon - Fri 9am - 6pm UTC+6 timezone (Bangladesh Standard Time) excluding local Bangladesh Holidays

📞 Additional conditions apply. Please contact us for further details.



# AppsCode Inc.

CORPORATE OFFICE : 3937 Spencer St Apt 118, Las Vegas, NV 89119-5212, USA  
Phone: +1 (650) 241-8486 Email: support@appscode.com Web: appscode.com

## Maintenance and Support

### Terms and Conditions

1. Each License comes with a 14 day free trial period. You can find the detailed license here: <https://github.com/appscode/licenses/blob/1.0.0/AppsCode-Free-Trial-1.0.0.md>
2. Each License includes all quarterly updates and upgrades. Support includes all issues and bugs related to updates.
3. Business Hours: Mon - Fri 9am - 6pm UTC+6 timezone (Bangladesh Standard Time) excluding local Bangladesh Holidays
4. Paid upfront at the start of the contract period.
5. Electronic delivery will be made within 10 business days following AppsCode Inc. receipt of payment.
6. The general terms and conditions of purchase at <https://appscode.com/legal/tos/> apply to this quotation contract.

### Severity Definitions

**Critical:** The presence of a critical defect implies that the Software cannot be used at all, or disrupts the functionality of systems to the extent that such systems cannot be used.

**High:** A high-severity defect seriously affects the functionality of the Software: this implies that the Software or function in the Software cannot be used, although other programs or functions remain unaffected: or implies that the Software as a whole works, but certain functions are materially disabled, give incorrect results, or deviate significantly from the specifications.

**Medium:** A medium level defect is an intermittent defect causing inconvenience, or a usability issue having frequent minor customer impact.

**Low:** A minor defect, or a cosmetic or low-impact item. This also applies to general usage questions or for product enhancements, or a documentation omission or discrepancy.



## Maintenance and Support Response SLA

| Table 1: Gold Plan Response SLA |                 |                    |                                                                              |               |
|---------------------------------|-----------------|--------------------|------------------------------------------------------------------------------|---------------|
| Severity                        | Acknowledgement | Initial Assessment | Resolution                                                                   | Communication |
| Critical, High                  | 1 Business Days | 3 Business Days    | Reasonable effort to Fix, Patch or workaround in 10 Business Days            | Daily         |
| Medium                          | 3 Business Days | 10 Business Days   | Next or Future maintenance release (to be scheduled approximately quarterly) | Weekly        |
| Low                             | 5 Business Days | 15 Business Days   | Future Release                                                               | Per AppsCode  |

| Table 2: Platinum Plan Response SLA |                 |                    |                                                                              |               |
|-------------------------------------|-----------------|--------------------|------------------------------------------------------------------------------|---------------|
| Severity                            | Acknowledgement | Initial Assessment | Resolution                                                                   | Communication |
| Critical                            | 4 Hours         | 8 Hours            | Reasonable effort to Fix, Patch or workaround in 72 Hours                    | Hourly        |
| High                                | 1 Business Day  | 2 Business Day     | Reasonable effort to Fix, Patch or workaround in 7 Days                      | Daily         |
| Medium                              | 3 Business Days | 10 Business Days   | Next or Future maintenance release (to be scheduled approximately quarterly) | Weekly        |
| Low                                 | 5 Business Days | 15 Business Days   | Future Release                                                               | Per AppsCode  |