

## Back-up services

- All Janet services are governed by the [Janet policies](#) [1].

Janet has developed a scheme to enable third party suppliers to connect directly to Janet, as long as there are tangible benefits to the Janet user community.

Where a company's services are delivered over the network and are of benefit to the Janet community, Janet will consider a special agreement with the supplier, under which they are offered a connection to Janet at a preferential rate. In return the supplier will offer a suitable discount from their public sector list prices for their product or services to the Janet user community. Any potential suppliers wishing to enter a third party agreement with Janet should contact the Janet Service Desk in the first instance. Janet's guiding principle in considering any such arrangement is the overall benefit it may bring to the Janet community.

The contract template can be found [here](#).

Once a third party services agreement is in place, the contract for the supplier's services would be directly between the supplier and the Janet user organisation, not with Janet.

## InTechnology agreement

In response to the requirement of the Janet community, Janet has negotiated a non-exclusive third party services agreement with InTechnology for the provision of off-site data backup & recovery and other data management services over the Janet network.

As a result of the new dedicated inter-connection between Janet and InTechnology's LANnet network, organisations are able to access InTechnology services via their existing Janet connection, resulting in significant cost savings. Services currently available under this agreement are:

- VBAK Suite (Automated Data Backup)
- Email & File System Data Archiving (ILM)
- Hosted Exchange Web File Service (WFS)

More detailed information can be found at: <http://www.intechnology.co.uk/managedservices> [2]

The services are intended for all Janet customer organisations, irrespective of their type of connection to Janet. Any Janet customer wishing to subscribe to InTechnology services will need to agree a contract directly with InTechnology.

## Service Contact Details

Fault reporting and technical support In the event of any disruption to the service or for

technical support, you should contact the service supplier, InTechnology, directly. The InTechnology customer services web page is at: <http://www.intechnology.co.uk/support> [3]

If you need to telephone, the number is: 0845 1207070 and you will need to have the following information available at the time of your call:

- your Company name
- a contact name and contact telephone number or email address
- the InTechnology Product or Service to which your call relates
- an existing Service Call, Incident or Change ID (where applicable)
- details of your requirement or information on the problem you are experiencing and what you have tried to do to resolve it.

## Comments and requesting information

You can contact the Janet Service Desk to:

- request information about the services provided by third party suppliers;
- comment, ask questions or make complaints about the way the service works or the level of service received.

The help desk is staffed from 08:00 - midnight Monday to Friday and is covered by an answering machine outside these hours. All enquiries are dealt with in accordance with Janet's Service Level Agreements (SLAs).

- E-mail (preferred): [service@ja.net](mailto:service@ja.net) [4]

It is helpful to include the abbreviation '*Third party services*' in the Subject field of any mail message.

- Telephone: 0300 300 2212 ( UK )
- Fax: 0300 300 2213

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**Source URL:** <https://community.jisc.ac.uk/library/janet-services-documentation/back-services>

### Links

[1] <http://community.ja.net/library/library/janet-policies>

[2] <http://www.intechnology.co.uk/managedservices>

[3] <http://www.intechnology.co.uk/support>

[4] <mailto:service@ja.net>