

# WECLÒ THE CLOUD FOR YOUR BUSINESS

## WeStore

**i** This document describes the technical characteristics of the service offered and regulates the methods of delivery.

The **WeStore** service allows you to have a private environment where you can store and share files and documents that can be accessed at any time and from any device in complete autonomy, all with the utmost respect for your personal data.

## PRODUCT OVERVIEW

**i** The WeStore infrastructure is created through the Nextcloud open source solution combined with Weclò virtualization systems.

**Weclò** offers the suite of professional products for companies that want to archive and manage their information assets in the Cloud with tangible benefits in terms of costs and regulatory and infrastructural compliance.

**Cloud Storage** solutions (**WeStore**) allow you to:

- Share your data and support your team's **Collaboration** by increasing their productivity
- Comply with **Data Protection** regulations
- Use highly reliable systems equipped with **geolocated backup**

## Solutions

**i** The solutions provided vary according to the configurations chosen during the purchase phase.

## STORAGE NEXTCLOUD

The service **WeStore** allows you to manage a safe and reliable data space. In order to ensure maximum privacy and security, the uploaded data is encrypted during transfer and you can synchronize it with all your devices.

**Storage Nextcloud** is available in the following options.

Option	Linux
Storage WeStore 1 TB	Disk space on SSD: 1 TB
Storage WeStore 2 TB	Disk space on SSD: 2 TB
Storage WeStore 3 TB	Disk space on SSD: 3 TB
Storage WeStore 4 TB	Disk space on SSD: 4 TB

## Advantages

**i** For the complete list of all the advantages offered by WeStore technology, contact our experts by writing to the e-mail address [info@wecló.it](mailto:info@wecló.it).

- **Reliability and Security:** the guarantee of open-source spread all over the world and affirmed for more than a decade in the digital communications sector
- **Low costs and transparent prices:** at each renewal you can change your choices.
- **Full control:** install the application on all your devices to access your data at any time.

## CHARACTERISTICS

The contract stipulated during the purchase of the service on the [weclò.it](http://weclò.it) portal has an annual duration.

The rates described on the site [weclò.it](http://weclò.it) refer to the monthly fee, excluding VAT:

Option	Linux
WeStore Basis	<a href="#">View</a>
WeStore Lite	<a href="#">View</a>
WeStore Standard	<a href="#">View</a>
WeStore Silver	<a href="#">View</a>

## Technical specifications

Below is a list of the technical characteristics of the service **Cloud Storage**:

Specific	Value
Operating System	Linux
Technology	Nextcloud
Service type	Software as a Service (SaaS), Cloud
Up-time	99.90% Guaranteed (year)
Backup	Duplicate data every 15 minutes for rapid recovery in case of adverse events
Safety	Data protection through constant updating and verification of applications in use and access in progress

## STANDARDS AND PROTOCOLS

**i** The elements provided are not exhaustive of all the protocols and technologies used by this service.

The service **WeStore** uses the following protocols:

- NFS
- GFS2
- CIFS
- Windows Network Drive
- sFTP
- WebDAV

## SERVICE ACCESS

Access to **WeStore** it's really simple:

Access	Instructions
Direct access	<p>Log in via the Nextcloud APP <i>provided by our operators</i></p> <p>Username: <i>provided by our operators</i></p> <p>Password: <i>provided by our operators</i></p>

## ASSISTANCE

Technical assistance services are available in the ways described in the table below. The staff of **Weclò** is always at your disposal for any request for information.

Request for assistance	Contact method
E-mail	<a href="mailto:support@weclò.it">support@weclò.it</a>
Tickets	<a href="#">Customer service</a>

We guarantee the following minimum levels of assistance, with the aim of continuing to improve our services.

Request for assistance	Guaranteed pick-up / fulfillment times
E-mail	Within 30 minutes
Tickets	Within 30 minutes

Thank you for choosing the services **Weclò**.