



## Macrium Backup/Recovery and Deployment

Paramount Software UK Ltd (t/a Macrium Software)

Available to purchase until 17/08/2028

Macrium Software provides reliable, flexible, and robust Windows backup and deployment solutions tailored for educational institutions.

## Key Facts

### Benefits

- Exclusive Jisc discount
- Annual, 3- or 5- year options with additional discount for 3/5 year options
- Multi-year upfront purchases are protected from year-on-year (YoY) price increases at time of purchase
- Flexible licensing options: Reflect, SiteBackup and SiteDeploy are per device, while Technician's Licence and Deployment Kit is per user(s)

### Important Dates

**Agreement start:** 18 August 2025

**Agreement end:** 17 August 2028

**Subsequent invoice date:** Annually three months in advance of the anniversary of licence start date.

### Commitment Period

Institutions may participate in the Agreement at any time during the agreement period, and are bound by its Terms and Conditions, including payments, until the end of the Institution's chosen Commitment (Licence) Period.

### Licence Type

- Per device (for Macrium Reflect & SiteBackup)
- Per user (for Technician's Licence)

### Eligible Institutions

Higher and Further Education and Research Councils in the United Kingdom, and to Universities and Colleges of Further Education in the Republic of Ireland. Other organisations supporting education, including research bodies and the public sector, may ask to participate in the Agreement. Chest will liaise with the Supplier about any such requests.

### Background Information

This agreement provides educational institutions with access to a scalable, cost-effective, and enterprise-grade backup and disaster recovery solution. By leveraging Macrium's technology, institutions can ensure compliance with regulations such as NIS2 while minimising downtime, securing critical research and learning data, and enabling seamless recovery. Pricing has been benchmarked and is exclusive to Jisc Licensing.

# Product Information - Backup and Recovery

## Supplier Details

**Licensor:** Paramount Software UK Ltd (t/a Macrium Software), Unit 13, Lloyd Street North, Manchester Science Park, Manchester, England, M15 6SE. Registration no. 02973414

## Product Description

Macrium Backup & Recovery includes three primary products:

- **Reflect X:** Ideal for standalone deployments where the device being backed up cannot access the internet or for individual devices.
- **SiteBackup:** Designed for centralised deployment and management of backups and restores across networked devices.
- **Technician's Licence:** A portable solution licensed per user, enabling IT technicians to back up multiple devices without installation.

## Macrium Reflect X

Backup and recovery for individual PCs and servers that cannot be centrally managed i.e. air-gapped or non-networked devices. Backups have become a lifeline to IT managers, providing resilience against cybersecurity threats and hardware failures. Macrium software allows institutions to encrypt and also protect backup files as they're created, giving institutions peace of mind that data is safe from cyber criminals.

- **Editions:** Workstation or Server.
- **Features:**
  - Fast and efficient disk imaging and cloning - experience backup and recovery speeds up to twice as fast as previous versions, reducing downtime and improving efficiency.
  - Restore only changed data for quick recovery of large systems, or full system restores to dissimilar hardware, ensuring continuity in any scenario.
  - Secure backups with AES 256-bit encryption, protecting data at rest and in transit, meeting the highest security standards.
  - Ideal for individual or offline systems.
- **Product Page:** [Macrium Reflect Workstation](#) and [Macrium Reflect Server](#).

## SiteBackup

Based on the same technology as Macrium Reflect X, but with the addition of the central management capabilities, SiteBackup allows IT teams to manage the deployment of the SiteBackup agent centrally to networked computers, then remotely schedule regular backups and restore partial or complete backups as needed.

**NB:** SiteManager is the centralised management console, provided free of charge. Institutions will need to purchase 'SiteBackup Seats' to deploy the backup agents to individual devices. Each seat covers one device for the licence term with unlimited backups.

- **Editions:** Workstation, Server, Server VM
- **Features:**
  - Centralised backup and restore control, with backups stored locally, or on networked resources.
  - Agent-based deployment for networked devices.
  - Advanced backup scheduling and monitoring.
  - Highly scalable – add additional SiteBackup seats as and when needed.
- **Product Page:** [Macrium SiteBackup](#)

## Technician's Licence

Macrium's Technician's Licence allows IT technicians to temporarily backup and recover on machines that might not be regularly backed up.

The Technicians License includes one Macrium Reflect Server installation, which can be used to create a bootable recovery USB. Once created, this USB becomes the go-to recovery tool that works on unlimited systems - no additional installations needed. Since it boots independently, systems can be recovered even when Windows is completely inaccessible.

- **Licensing:** Per user.
  - **Features:**
    - Unlimited backups and clones per licensed technician.
    - No installation required on target machines.
    - Includes a subscription to Macrium Reflect Server, which can also be used to back up a server.
  - **Product Page:** [Macrium Reflect Technicians](#)
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## Product Information - Deployment

### Supplier Details

**Licensor:** Paramount Software UK Ltd (t/a Macrium Software), Unit 13, Lloyd Street North, Manchester Science Park, Manchester, England, M15 6SE. Registration no. 02973414

### Product Description

Macrium Deployment includes two primary products:

- **SiteDeploy:** A network-based imaging solution for automated OS deployment to multiple devices.
- **Deployment Kit:** A portable deployment tool for IT technicians to deploy images to devices without network access.

### SiteDeploy

SiteDeploy is a centralised OS deployment solution designed for educational institutions that need to efficiently manage large-scale device imaging. It allows IT teams to create, customise, and deploy OS images to a wide array of networked devices, from laptops and PCs to servers, ensuring uniform setup and rapid deployment in labs, classrooms, and administrative offices.

- **Licensing:** Per endpoint (Core covers unlimited deployments to up to 50 devices).
- **Features:**
  - Centralised deployment and configuration management.
  - Automates OS imaging and deployment.
  - Supports multiple deployment profiles for different device groups.

**Product Page:** [Macrium SiteDeploy](#)

### Deployment Kit

Deployment Kit is a portable OS deployment tool ideal for IT technicians who need to deploy images to devices that are not connected to a network. USB-based deployment offers flexibility for restoring or installing systems across multiple endpoints without requiring a centralised management system.

- **Licensing:** Per seat (includes five deployment USBs for unlimited imaging).
- **Features:**
  - Portable image deployment via USB devices.
  - Unlimited deployments per USB device.
  - No requirement for network connectivity.

**Product Page:** [Macrium Deployment Kit](#)

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## Useful Resources

We will continue to update this page as and when we receive new content. The new content will always be added at the top of the page.

## Case Studies

### University of Leicester Case Study

Read about University of Leicester's experience using Macrium and why they trust Macrium Reflect to protect their environment.

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# Service and Support

## Trials

30-day free trial available via vendor's product page for Macrium Reflect, SiteBackup and SiteDeploy

14-day free trial available via vendor's product page for Technician's Licence and Deployment Kit

## Product Documentation

[Macrium Reflect X Knowledgebase](#)

[Macrium SiteManager Knowledgebase](#)

[Macrium SiteBackup Knowledgebase](#)

[Macrium SiteDeploy Knowledgebase](#)

## Technical Support

- Technical support is provided directly by Macrium Software from the UK support team. Customers can reach the support team by email, online or via phone. For support, please visit: <https://www.macrium.com/support>
- Customers will also have access to the [Macrium Account](#), where you can access and manage your licences. *When ordering please ensure you state which email address has/will be used to create the account to ensure the licences can be correctly attributed to the account. By default the email address you use to purchase with is the email address you should use to create your Macrium Account.*
- Supplier Web Address: <https://www.macrium.com/backup-recovery-software-education>

## System Releases, New Versions and Functionality

Any updates, new releases or changes in functionality will be communicated by Macrium or via Chest. Subscription products include access to all updates and new releases.

## Platforms

Windows XP SP3 to Windows 11

Windows Server

Exchange & SQL Server on demand from the vendor

## Method of delivery of product

Electronically - software can be downloaded from the [Macrium Account](#).

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# Terms and Conditions

**Licensor:** Paramount Software UK Ltd (t/a Macrium Software), Unit 13, Lloyd Street North, Manchester Science Park, Manchester, England, M15 6SE. Registration no. 02973414

**The Chest Order, together with the Licence Terms and Conditions, and any exceptions listed below, create a legally binding contract between your institution, organisation or company and the Licensor. Therefore please read the terms and conditions**

carefully and only submit a Chest Order if its terms and conditions are acceptable to your institution, organisation or company and you have the authority to make the financial commitment shown.

## Licence Type

This licence is subject to the terms and conditions for the [Standard Software Agreement Licence October 2023](#) please read these terms and conditions carefully and only submit an order if they are acceptable to your organisation.

Exceptions to these terms are listed at the bottom of this page.

## Payment Terms

On receipt of a completed Chest Order sites will be invoiced for the Agreement year in which the licence is signed.

If a site has opted for **upfront payments** on a 3 or 5 year commitment, they will also be invoiced at this time for the following years.

If a multi-year agreement is selected along with **annual payments**, then subsequent year invoices will be issued three months in advance of the licence start dates anniversary.

**Chest is an Enterprise of Jisc. All Purchase orders must be made out to Jisc Services Ltd, 4 Portwall Lane, Bristol, BS1 6NB to cover all charges plus VAT.**

All terms contained in a PO are expressly rejected and do not form part of the Licence or vary the Licence terms in any way.

Payments are due within thirty days of the invoice date; recipients of late payments are entitled to interest in accordance with **UK statutory provisions**.

## Personal Licences

Personal licences are not available under this Agreement. Please see the vendors website for home use product:

<https://www.macrium.com/products/home>

## Exceptions to the Terms and Conditions

This agreement does not contain any variations

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Commercial in confidence

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