DELLTechnologies

Service Description

Dell Optimize for Infrastructure

Introduction

Dell Technologies Services is pleased to provide Optimize for Infrastructure (the "Service(s)") in accordance with this Service Description ("Service Description"). Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the "Order Form") will include the name of the service(s) and available service options that you purchased. For additional assistance or to request a copy of your service contract(s), contact Technical Support or your sales representative.

The Optimize for Infrastructure service is a renewable contracted service which provides customers with access to applicable Dell Technologies product(s) technical expertise via a Technical Account Manager ("TAM"). With Optimize for Infrastructure, customers will receive consultative guidance, proactive support, regularly scheduled system reviews to maximize performance and optimization of infrastructure as well as align initiatives with business requirements. Customer will realize benefits of Optimize for Infrastructure, receiving advice/consultancy related to best practices from Dell (which may or may not be adopted by the Customer) in order to reduce costs in 3 (three) different categories.

- Operating Expenditures
- Capital Expenditures
- Unplanned downtimes

This Service is sold direct or through Dell Partners as an add-on to an existing ProSupport for Infrastructure, ProSupport Plus for Infrastructure, or ProSupport One service offer and is subject to the Dell's terms and conditions. The Optimize for Infrastructure service complements support break/fix services such as ProSupport or ProSupport Plus by designating a TAM that will have intimate knowledge of the customer's environment. The TAM will interact with the customer and with Dell Service Account Managers under ProSupport Plus or Dell Partner representatives to provide proactive support and assistance with day to day operations and management of the entitled system. In addition, the TAM will help with long term strategic planning and optimization of the infrastructure by providing consultative services.

Optimize for Infrastructure Features

The TAM will provide regular ongoing consultative services on best practices, proactive support, and regularly scheduled reviews of your entitled infrastructure. (Specific roles and responsibilities of the TAM are identified in Table 1).

Optimize for Infrastructure agreements can be coterminous with existing support break/fix service agreements and can be purchased in multiyear increments.

With Optimize for Infrastructure, customers are teamed with a TAM that will develop an in-depth understanding of your environment. By monitoring and communicating with customers, TAMs are able to offer regular reports, evaluation, and guidance that will help reduce administration time and help ensure high availability. The TAM also provides a common point of contact for technical questions related to the customer's entitled infrastructure.

Table 1: Optimize for Infrastructure Service Features

Consultative Services	• Advise on operating systems and maintaining efficient infrastructure to help design and run an optimized environment • Assist in planning, scheduling and preparation for hardware and software upgrades to help ensure maintenance actions are uneventful • Provide guidance on operational efficiencies to maximize ROI
Reactive Support Services*	• Service Request creation at point of discovery • Coordinate with the Dell support team to help ensure timely resolution of cases • Serve as customer advocate for Severity 1 and Severity 2 support issues to help ensure timely resolution and assist in coordinating necessary resources
Annual Onsite Visit*	• Face to face visit to help ensure that the TAM is aligned with the customer's current and future infrastructure requirements to support their operational goals • Diagram and evaluate system architecture to optimize system design and configuration • Conduct assessment meetings to align infrastructure with customer requirements and business initiatives • Advise on status and recommend solutions related to complete infrastructure solution, inclusive of security, fabric configuration, feature sets, and SAN processes
Capacity and Performance Reviews	• Analyze capacity and performance metrics to help ensure the continuous high performance and operational efficiency of the infrastructure. • Advise on solutions and best practices for meeting capacity and performance requirements • Meet with customer to communicate findings from capacity and performance review and provide analysis of findings • Proactively monitor capacity and performance metrics to help ensure efficient operation of the infrastructure environment and communicate critical issues, such as performance spikes and capacity ceilings
Case Reviews	• Actively review support cases to identify potential problems and recommend training if required. • Provide proactive and personalized assistance with the goal of minimizing diagnostic troubleshooting on support calls • Meet with customer to communicate findings from case review and resolve potential concerns • Deliver case history summarizing cases, trends, areas of improvement, and potential risks or issues
System Log Reviews	• Regularly review system log details to help ensure efficient operations of the infrastructure and identify unusual activity and trending • Review log entries with customer and communicate findings to address potential issues
Redundancy Evaluations	• Analyze solution to help ensure redundancy and failover recommendations are intact • Advise on best practices for maintaining a fully redundant solution • Assist in developing plans to create redundant solutions

Operational Efficiency Services	• Evaluate customer environment and needs to provide best practices recommendations for system configuration and optimization. • Conduct reviews of the system to provide guidance on best practices and system administration

*Not applicable for Optimize for Infrastructure Quarterly service

Optimize for Infrastructure Deliverables

With the Optimize for Infrastructure service, the customer will receive regular documents that detail system architecture, evaluates impact of system alerts and logs, provides analysis of capacity and performance metrics, and offers best practices based on specific business requirements. The list below contains the specific deliverables the customer can expect to receive.

Table 2: Optimize for Infrastructure Deliverables

Deliverable	Description	Optimize for Infrastructure	
		Quarterly	Monthly
Reactive support services	As described in Table 1	N/A	As needed
Annual onsite visit	As described in Table 1	N/A	Annually
Solution Inventory	Detailed inventory of all system hardware.	Quarterly	Monthly
Capacity Report	Analysis of infrastructure and performance detail. Highlights how infrastructure is being used, utilization ratios, and advise and assist with capacity planning.	Quarterly	Monthly
Case Review Report	Summarizes all support cases for customer and identifies trends and potential concerns that need to be addressed.	Quarterly (Last 4 weeks)	Monthly
System Log Review	Overview of system logs and analysis of impact on operations.	Quarterly (Last 4 weeks)	Monthly
Failover Test Plan and Results Review and Recommendations	Provide product-level, best-practice documentation to assist with failover testing.	Quarterly	Monthly
Anomaly Detection	Dell's proprietary *Optimize Telemetry Insights* tool utilizes artificial intelligence to identify anomalies in system capacity, performance, code currencies and/or alerts.	As needed	As needed
Best Practices & Recommendations Document	Customized guide to present and discuss best practices and configuration settings for hardware and software based on customer environment.	Quarterly	Monthly

Optimize for Infrastructure Milestones and Schedule

Table 3: Optimize for Infrastructure Milestones

Milestone	Description	Optimize for Infrastructure	
		Quarterly	Monthly
Initial Assessment	Conduct Optimize for Infrastructure initial assessment • Establish configuration, capacity and performance standards and requirements • Perform baseline system health review Discuss customer's business requirements and initiatives • Communicate framework of the Optimize for Infrastructure service and align with customer requirements	One Time	One Time
Deliverables	Deliver Optimize for Infrastructure System Analysis • Executive overview and summary • Review capacity and performance • Review system health • Review monthly case history • Review system logs • Discuss documentation updates • General recommendations per operational goals • Assist with Redundancy Evaluation • Deliver best practice updates	Quarterly	Monthly
On-going	• Best Practice updates • Monitoring of system performance and capacity • Assistance with requirement planning • Assistance with change management • Proactive product advice	Yes	Yes

Exclusions

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- Any services, tasks or activities other than those specifically noted in this Service Description.
- Optimize for Infrastructure does not replace the need for support break/fix services on Dell

systems.
- Data migration from existing direct-attached storage or other devices
- Installation or scripting services

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as described below in Dell Services Terms & Conditions.

Offer Specific Customer Responsibilities

- Configure applicable system management software to transmit and access required configuration data to Dell servers via encrypted channels. Such as Secure Connect Gateway and APEX AIOps Infrastructure Observability.
- Identify appropriate customer contact on a decision maker level who will have ability to understand and discuss TAM findings and recommendations.
- Attend regular scheduled Optimize for Infrastructure meetings.
- Evaluate and execute TAMs recommendations.
- Discuss short and long term plans related to Dell infrastructure to proactively identify and plan projects.
- Work with the TAM to help ensure that Dell's record of Customer contacts and special circumstances are accurate and up-to-date.

Service Hours. Subject to local law relating to weekly work hours, unless otherwise listed below, this Service will be performed mainly remotely, Monday through Friday during normal Dell Technologies Services business hours, may be provided during a period of time from 8:00 AM to 6:00 PM Customer local time:

Country	Normal Dell Technologies Services Business Hours
St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean	Monday thru Friday from 7:00 AM to 4:00 PM
Barbados, Bahamas, Belize, Costa Rica, Denmark, El Salvador, Finland, Grand Cayman, Guatemala, Honduras, Jamaica, Norway, Panama, Puerto Rico, Rep. Dominicana, Suriname, Sweden, Turks and Caicos	Monday thru Friday from 8:00 AM to 5:00 PM
Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand	Monday thru Friday from 9:00 AM to 5:00 PM
Argentina, France, India, Italy, Paraguay, Uruguay, Brazil, Colombia, Perú and Chile.	Monday thru Friday from 9:00 AM to 6:00 PM
Bolivia, Chile	Monday thru Friday from 9:00 AM to 7:00 PM
Middle East	Sunday thru Thursday from 8:00 AM to 6:00 PM

No Service activities will take place outside normal business hours or during local holidays unless other arrangements have been made in advance in writing.