

Service Brief

ProDeploy for Dell EMC Unity

This Service is part of Dell EMC ProDeploy Enterprise Suite ("ProDeploy Suite") which is available in multiple tiers: Basic Deployment, ProDeploy and ProDeploy Plus (the "Offer Tier" individually or the "Service Tiers" collectively). Enterprise solutions may include but are not limited to hardware platforms such as servers, storage, networking, and modular platforms (the "Hardware Platform") as well as associated enterprise software and hardware additions, upgrades or data management ("Supplemental Deployment Services").

Dell Technologies Services ("DT Services") is pleased to provide this Service in accordance with this document. 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 Dell Technologies Technical Support or your sales representative.

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Services Overview

The *ProDeploy for Dell EMC Unity* services deliver the remote deployment of a Dell EMC Unity storage system. The services include the hardware installation and the deployment and configuration of the Dell EMC Unity storage system and Dell EMC UnityVSA. The services are delivered using onsite (for hardware install) and remote (configuration) resources.

The hardware installation provides onsite hardware racking for customer-supplied racks, powering up, initializing a new Dell EMC Unity storage system, and setting up connectivity to Secured Remote Services and/or CloudIQ for storage appliance. The hardware racking part of the services would cover the installation of a disk processor enclosure (DPE) and a back-end SAS IO module.

The storage implementation provides remote configuration and storage provisioning for Fibre Channel (FC) or iSCSI hosts with supported multipath software and creation of filesystems. Additional Dell EMC Unity software feature deployment may be included through Add-On ProDeploy offers.

Note:

- FAST VP and FAST Cache are supported only on Dell EMC Unity Hybrid storage system models: 300, 400, 500, 600, 380, 480, 680, 880.
- ESXi and VMWare are requirements.
- Dell EMC Unity hardware components ordered as customer-supplied rack models will have a racking service applied to each hardware component. See *Appendix A: Supplemental Deployment Services* for ProDeploy offers for DAE and Dense DAE Racking Add-On services.

Offer Structure

There are two types of service offers available: Primary Services and Add-on Services.

Primary Services are either associated with the deployment of a specific Hardware Platform recently purchased or for a Supplemental Deployment Service on a hardware platform. Primary services are identified on the Order Form as either Basic Deployment, ProDeploy, or ProDeploy Plus followed by [Hardware Platform Series] or [Base] followed by [additional identifiers] if necessary. For example, *ProDeploy Plus Dell EMC PowerMax*.

Add-on Services are identified on the order form as "Add-on". Add-ons can be combined with any Primary Service within the same Offer Tier. For example, a ProDeploy Plus Add-on Service can only be combined with a ProDeploy Plus Primary Service. Some Add-on Services may include a list of sub-service options and those sub-services will be chosen by the customer post sale or at the commencement of the project. Add-on Services can be purchased in multiple quantities to cover different sub-services or for multiple quantities of the same sub-service. For additional information about specific Add-on Services, please review the Supplemental Deployment Services Appendix section.

All ProDeploy and ProDeploy Plus services have a planning component. This is designed to gather information about the Customer environment so that successful integration and deployment may take place. It is NOT a substitute for strategic assessment or design services. Those consultative services may be purchased from Dell separately.

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Project Scope

Dell Technologies Services ("DT Services") personnel or authorized agents ("DT Services Personnel") shall work closely with Customer's staff to perform the services specified below ("Services"), subject to the Customer satisfying the "Customer Responsibilities" detailed in this document.

ProDeploy for Dell EMC Unity Hybrid Flash and All Flash

	ProDeploy for Dell EMC Unity Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Dell EMC Unity Arrays		1	-
Number of Hosts		4	
Number of Zones		16	
Number of NFS/SMB Shares		5	
Number of CIFS/SMB Shares		5	
Number of Multiprotocol Shares		5	

During this part of the service, DT Services:

	ProDeploy for Dell EMC Unity Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.		✓	
Obtains and reviews Customer requirements and performs deployment planning.		✓	
Conducts meeting to review implementation plan and validates that site and equipment are ready for installation.		✓	

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Performs planning and design for Dell EMC Unity installation and implementation.		✓	
Documents the proposed architecture in the <i>Deployment Plan</i> .		✓	
Performs pre-installation validation comparing the equipment against Configuration Worksheet including licenses, software on a service laptop or management station, and tools required for installation.		✓	
Unpacks, racks, and installs a Disk Processor Enclosure and the backend IO module into a single Dell EMC Unity system.		✓	
Installs the Dell EMC Unity system including racking, cabling the components, attaching to the Customer's power and IP network, powering up, and validating that the system is online		✓	
Configures Service Processor management interface, registers the system, installs licenses, upgrades software if required, adds DNS and NTP information, adds support credentials, and configures SupportAssist and enables CloudIQ for Storage Appliance.		✓	
Verifies the installation and configuration results by running a system health report.		✓	
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Moves used packaging materials to trash and recycling facility or other designated area		✓	

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within the immediate installation location.			
Obtains Dell EMC Unity Installation Worksheet and Dell EMC Unity Configuration Report (report produced from Unisphere documenting the Dell EMC Unity configuration details) from Dell EMC personnel or the Customer and reviews it for accuracy.		✓	
Identifies additional requirements like licenses and beneficial updates like software upgrades and communicates them to the Customer.		✓	
Reviews implementation details with the Customer and validates that Dell EMC Unity is ready, required licenses are installed, connectivity from storage to hosts, and SupportAssist are setup.		✓	
Documents FAST Cache and FAST VP settings.		✓	
Reviews FAST Cache, FAST VP, or both implementation details with the Customer and validates that all requirements are met.		✓	
Implements the Dell EMC Unity FAST VP, FAST Cache, or both, meeting Customer requirements and Dell EMC Best Practices.		✓	
Confirms sufficient amount of flash disks are available to meet Customer's FAST Cache requirements.		✓	
Configures storage for provisioning.		✓	
Configures SAN zoning for host deployment.		✓	
Reviews Host implementation details with the Customer and		✓	

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validates that all requirements are met.			
Implements Customer-supplied FC or iSCSI hosts with installed operating systems and supported multipath software.		✓	
Validates sufficient amount of capacity availability to provision storage to hosts.		✓	
Validates connectivity from storage to hosts.		✓	
Validates hosts' access to the provisioned storage volumes.		✓	
Reviews file deployment details with the Customer and validates that all requirements are met.		✓	
Validates sufficient amount of capacity availability to configure file storage.		✓	
Validates clients' access to the added shares and exports (NFS and SMB).		✓	
Configures pools, file systems, NAS servers, shares or exports (NFS and SMB), users, quotas, and alerts.		✓	
Configures Dell SupportAssist.		✓	
Performs the required tests using the <i>Deployment Verification</i> document.		✓	
Provides the Customer with the <i>Deployment Plan</i> and <i>Deployment Verification</i> documents updated with implementation results.		✓	
Conducts a basic Knowledge Transfer.		✓	
Coordinates project closeout.		✓	
Registers the Customer to receive product alerts.		✓	

ProDeploy for Dell EMC UnityVSA

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	ProDeploy for Dell EMC UnityVSA		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Dell EMC Unity Arrays		1	-
Number of Hosts		4	
Number of Zones		16	
Number of NFS/SMB Shares		5	
Number of CIFS/SMB Shares		5	
Number of Multiprotocol Shares		5	

During this part of the service, DT Services:

	ProDeploy for Dell EMC UnityVSA		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.		✓	
Obtains and reviews Customer requirements and performs deployment planning.		✓	
Conducts meeting to review implementation plan and validates that site and equipment are ready for installation.		✓	
Performs planning and design for Dell EMC Unity installation and implementation.		✓	
Documents the proposed architecture in the <i>Deployment Plan</i> .		✓	
Performs pre-installation validation comparing the equipment against Configuration Worksheet including licenses, software on		✓	

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a service laptop or management station, and tools required for installation.			
Verifies requirements for installing Dell EMC UnityVSA and Deploy HA, Cloud or SP for Dell EMC UnityVSA Configuration.		✓	
Configures Service Processor management interface, registers the system, installs licenses, upgrades software if required, adds DNS and NTP information, adds support credentials, and configures SupportAssist and enables Storage Appliance.		✓	
Verifies the installation and configuration results by running a system health report.		✓	
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Moves used packaging materials to trash and recycling facility or other designated area within the immediate installation location.		✓	
Obtains Dell EMC UnityVSA Installation Worksheet and Dell EMC UnityVSA Configuration Report (report produced from Unisphere documenting the Dell EMC Unity configuration details) from Dell EMC personnel or the Customer and reviews it for accuracy.		✓	
Identifies additional requirements like licenses and beneficial updates like software upgrades and communicates them to the Customer.		✓	
Reviews implementation details with the Customer and validates		✓	

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that Dell EMC Unity is ready, required licenses are installed, connectivity from storage to hosts, and SupportAssist are setup.			
Documents FAST Cache and FAST VP settings.		✓	
Reviews FAST Cache, FAST VP, or both implementation details with the Customer and validates that all requirements are met.		✓	
Implements the Dell EMC Unity FAST VP, FAST Cache, or both, meeting Customer requirements and Dell EMC Best Practices.		✓	
Confirms sufficient amount of flash disks are available to meet Customer's FAST Cache requirements.		✓	
Configures storage for provisioning.		✓	
Configures SAN zoning for host deployment.		✓	
Reviews Host implementation details with the Customer and validates that all requirements are met.		✓	
Implements Customer-supplied FC or iSCSI hosts with installed operating systems and supported multipath software.		✓	
Validates sufficient amount of capacity availability to provision storage to hosts.		✓	
Validates connectivity from storage to hosts.		✓	
Validates hosts' access to the provisioned storage volumes.		✓	
Reviews file deployment details with the Customer and validates that all requirements are met.		✓	
Validates sufficient amount of capacity availability to configure file storage.		✓	

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Validates clients' access to the added shares and exports (NFS and SMB).		✓	
Configures pools, file systems, NAS servers, shares or exports (NFS and SMB), users, quotas, and alerts.		✓	
Configures Dell SupportAssist.		✓	
Conducts a basic Knowledge Transfer.		✓	
Coordinates project closeout.		✓	
Registers the Customer to receive product alerts.		✓	

The following activities included in all services including customer-selected Supplemental Deployment Services, focus on managing the initiation, planning, execution, and closure of the project including coordinating delivery resources and communicating with stakeholders:

- Manages DT Services resources assigned to the project.
- Works with the Customer assigned single point of contact to coordinate project tasks and the resources assigned to complete said tasks.
- Acts as the single point of contact for all project communication and escalations.
- Determines the engagement process and schedule.
- Develops a high-level *Project Plan* with critical path events and milestones.
- Conducts a kickoff meeting to review the project scope, expectations, communication plans, and availability of required resources.
- Conducts periodic status meetings to review project process, issues, and potential risks. The frequency of the meetings will be mutually agreed upon by the Customer and DT Services.
- Coordinates project closeout.

Deliverables

DT Services will provide Customer with the following Deliverables in connection with the Services:

- *Deployment Plan*
- *Deployment Verification*

Services Scope Changes

Any changes to the Services, the schedule, charges or this document must be mutually agreed upon by DT Services and the Customer in writing. Depending on the scope of such changes, DT Services may require that a separate Statement of Work detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms,

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be executed by the parties. Either party may request a change in scope by completing the Change Order Form provided by the Project Manager.

The receiving party will review the proposed Change Order and will (i) approve it, (ii) agree to further investigation, or (iii) reject it. Changes agreed pursuant to the Change Management Process will not be effective until mutually executed by both parties.

Services Scope Exclusions

DT Services is responsible for performing only the Services expressly specified in this document. All other services, tasks, and activities are considered out of scope.

Customer will maintain a current version of an anti-virus application continuously running on any system to which DT Services is given access and will scan all Deliverables and the media on which they are delivered. Customer shall take reasonable data back-up measures and, in particular, shall provide for a daily back-up process and back-up the relevant data before DT Services performs any remedial, upgrade, or other works on Customer's production systems. To the extent the liability of DT Services for loss of data is not anyway excluded under the Existing Agreement or this document, DT Services shall, in case of data losses, only be liable for the typical effort to recover the data which would have accrued if Customer had appropriately backed up its data.

The following activities are not included in the scope of this document:

- All ProDeploy and ProDeploy Plus services have a planning component. This is designed to gather information about the Customer environment so that successful integration and deployment may take place. It is NOT a substitute for strategic assessment or design services. Those consultative services may be purchased from Dell separately.
- Activities related to the existing customer data center environment such as de/installation, re/configuration, connection, troubleshooting, etc.
- Custom scripting, coding, performance tuning or optimization.
- Installation, configuration, or migration of any applications, web technologies, databases, virtualized networking, or other software except when explicitly described in the Project Scope above.
- Migrations or movement of Physical to Virtual or Virtual to Virtual compute systems other than those explicitly described in the Project Scope above.
- Data or Application migrations to/from unsupported products, remote data centers, to non-Dell Technologies products.
- Physical installation of computer components such as memory cards, internal storage devices, expansion cards into non-Dell Technologies products.
- Installation or configuration of unsupported products. All Dell- and Customer-supplied components will be validated as supported or not during the planning process. Note that in some instances, Dell may provide guidance for installation and configuration of non-supported products to be completed by the Customer.
- Routing of cabling (Network, Power, or Fibre) between racks, or through walls, ceilings, floors, or between rooms.

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- Racking of dense or heavy enclosures higher than 21u in a rack or mounting of enclosures higher than the 44u position in any rack.
- Connection to Direct Current power supplies. A qualified electrician must perform all connections to DC power and to safety grounds.

This document 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 applicable.

Customer Responsibilities

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Products, the data located thereon and all hardware and software components included therein, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

Cooperate with Phone Analyst and On-site Technician. Customer will cooperate with and follow the instructions given by any Dell phone analyst or on-site technicians. Experience shows that most system problems and errors can be corrected over the phone as a result of close cooperation between the user and the analyst or technician.

Equipment Readiness. Customer will be responsible for the movement of equipment from the receiving areas of their facility to the site of installation prior to DT Services assuming responsibility for equipment de-crate and installation.

On-site Obligations. Where Services require on-site performance, Customer will provide (at no cost to Dell Technologies) free, safe and sufficient access to Customer's facilities and the Supported Products, including ample working space, electricity, and a local telephone line. A monitor or display, a mouse (or pointing device), and a keyboard must also be provided (at no cost to Dell Technologies), if the system does not already include these items. Where services require customer hardware installation activities, customer will provide appropriate resources and tools required (at no cost to Dell Technologies), and engage DT Services for expert guidance needed during the installation and cabling of the hardware products.

Maintain Software and Serviced Releases. Customer will maintain software and Supported Products at Dell-specified minimum release levels or configurations as specified on support.dell.com supported products. Customer must also ensure installation of remedial replacement parts, patches, software updates or subsequent releases as directed by Dell in order to keep the Supported Products eligible for this Service.

Data Backup; Removing Confidential Data. Customer will complete a backup of all existing data, software and programs on all affected systems prior to and during the delivery of this Service. Customer should make regular backup copies of the data stored on all affected systems as a precaution against possible failures, alterations, or loss of data. In addition, Customer is responsible for removing any confidential, proprietary, or personal information and any removable media such as SIM cards, CDs, or PC Cards regardless of whether an on-site technician is also providing assistance. DELL WILL HAVE NO LIABILITY FOR:

- ANY OF YOUR CONFIDENTIAL, PROPRIETARY OR PERSONAL INFORMATION;
- LOST OR CORRUPTED DATA, PROGRAMS OR SOFTWARE;

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- DAMAGED OR LOST REMOVABLE MEDIA;
- DATA OR VOICE CHARGES INCURRED AS A RESULT OF FAILING TO REMOVE ALL SIM CARDS OR OTHER REMOVABLE MEDIA INSIDE SUPPORTED PRODUCTS THAT ARE RETURNED TO DELL;
- THE LOSS OF USE OF A SYSTEM OR NETWORK;
- AND/OR FOR ANY ACTS OR OMISSIONS, INCLUDING NEGLIGENCE, BY DELL OR A THIRD-PARTY SERVICE PROVIDER.

Dell will not be responsible for the restoration or reinstallation of any programs or data. When returning a Supported Product or part thereof, Customer will only include the Supported Product or part which has been requested by the phone technician.

DT Services will not be for configuration changes of existing iSCSI environment.

Third Party Warranties. These Services may require Dell to access hardware or software that is not manufactured by Dell. Some manufacturers' warranties may become void if Dell or anyone else other than the manufacturer works on the hardware or software. Customer will ensure that Dell's performance of Services will not affect such warranties or, if it does, that the effect will be acceptable to Customer. Dell does not take responsibility for third party warranties or for any effect that the Services may have on those warranties.

The following are the additional responsibilities of Customer:

- Provide the existing Network Attached Storage (NAS) environment.
- Provide an existing VMware environment for the implementation.
- Identify existing file systems (shares and exports) for the archiving and migration to either a Cloud Tiering Appliance or Cloud Tiering Appliance/VE environment.
- Identify file contents for Cloud Tiering Appliance or Cloud Tiering Appliance/VE archiving and/or migration.
- Defines the file system path for the Cloud Tiering Appliance policy creation.
- Provide a test environment in which to test responses to both planned and unplanned events as stated in the *Deployment Verification* document.
- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges.
- Make appropriate system maintenance window(s) available for Dell EMC Personnel as needed to prepare equipment.
- Ensure that all environment, technical, and operational requirements are met prior to commencement of the Services.
- Provide Dell EMC Personnel with access to the customer's subject matter experts, systems and networks (including, without limitation, remote systems/ network access) necessary to perform the Services during Dell EMC's normal business hours (or other mutually agreed upon times).
- Provide support from technical support teams for all vendors and third parties, as necessary.

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- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify that the equipment location(s) is/are prepared prior to the commencement of the Services.

Services Schedule

Unless otherwise mutually agreed in writing, the anticipated start date of the Services is within two (2) weeks after receipt and approval by DT Services of the Customer's purchase order for this Service.

Customer shall have twelve (12) months from the date of the DT Services invoice to use the Services described herein ("**Service Period**"). The Services shall automatically expire on the last day of the Service Period, unless otherwise agreed by DT Services. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services.

Dell business hours are Monday through Friday (8:00 AM to 6:00 PM Customer local time) unless otherwise specified in the table below.

Country	Normal DT Services Business Hours
Costa Rica, Denmark, El Salvador, Finland, Guatemala, Honduras, Norway, Panama, Puerto Rico, Rep. Dominicana, Sweden	8:00 AM to 5:00 PM
Australia, China, Hong Kong, Japan, Korea, Malaysia, New Zealand, Singapore, Taiwan, Thailand	9:00 AM to 5:00 PM
Argentina, France, India, Italy, Paraguay, Uruguay	9:00 AM to 6:00 PM
Bolivia, Chile	9:00 AM to 7:00 PM
Middle East	Sunday thru Thursday from 8:00 AM to 6:00 PM

Some service activities may be performed outside of normal Dell business hours based upon Customer request and local regulations. Work will be performed in increments of up to 8 hours per day, unless mutually agreed to in advance with DT Services. No activities shall take place during local, state and/or country holidays.

The Services described in this document are performed on a fixed price basis at the fees specified in the applicable Service Provider quote.

The Services will be delivered using Service Provider's standard delivery model, which may include guided hardware installation, onsite and/or offsite delivery of the Services. If the Customer requires a different delivery model, the charges, expenses, scope of work and/or schedule are subject to modification in accordance with the "Services Scope Changes" section in this document. If the Customer does not authorize such change(s) in accordance with the "Services Scope Changes" section, Service Provider and the Customer agree that Service Provider's standard delivery model will apply for the Services. (Not applicable to U.S. Government or U.S. State engagements that preclude the use of offsite delivery of services.)

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Invoices are issued upon Service Provider's receipt and approval of the Customer's purchase order.

Customer authorizes Service Provider to invoice for and shall pay additional amounts related to changes or exceptions to the Services.

DELL TECHNOLOGIES SERVICES TERMS AND CONDITIONS

This document is between the customer defined in the appropriate sale description below ("Customer") and the applicable Dell Technologies Services sales entity ("Dell Technologies") specified on your Sales Order and sets forth the business parameters and other matters regarding services that Customer has engaged Dell Technologies to provide hereunder.

Direct Sale from Dell Technologies to Customer: This document and the performance of the Services detailed herein are subject to (i) the most recently signed agreement between Customer and Dell Technologies that contains terms and conditions designated to apply to professional services ("Existing Agreement"); or (ii) in the absence thereof, the Dell Technologies standard terms and conditions for professional services specified below. In the event of a conflict between this document and your Existing Agreement, this document shall govern.

Sale by Dell Technologies Authorized Reseller to Customer: If you have purchased the Services detailed herein through a Dell Technologies authorized reseller, this document is for descriptive and informational purposes only and does not establish a contractual relationship or any rights or obligations between you and Dell Technologies. Such Services are governed solely by the agreement between you and your Dell Technologies authorized reseller. Dell Technologies has permitted your Dell Technologies authorized reseller to provide this document to you. Your Dell Technologies authorized reseller may make arrangements with Dell Technologies to perform all or a portion of the Services on behalf of the reseller.

Sale from Dell Technologies to Dell Technologies Authorized Reseller: This document and the performance of the Services detailed herein are subject to the professional services terms and conditions between you ("Partner") and Dell Technologies that are specified in (i) the signed product and services ordering agreement, if any; or (ii) the applicable signed stand-alone professional services agreement ("PSA") if any, and in case both exist, the document having the later effective date shall govern; or (iii) in the absence of the previously described agreements, the Dell Technologies standard terms and conditions for professional services specified below. Partner acknowledges and agrees that: (a) its agreements with its customers ("End-Users") for the Services detailed herein are not contracts of Dell Technologies; (b) Partner has no right or power to bind Dell Technologies to any commitments unless otherwise explicitly agreed upon in writing by Dell Technologies and shall not represent otherwise or purport to do so; (c) End Users are not third-party beneficiaries of this document or any other agreement between Dell Technologies and Partner; (d) all references to "Customer" in this document shall mean the Partner who is purchasing the Services; and (e) where the provision of the Services by Dell Technologies is contingent on a Partner obligation, then that obligation may also apply to its End-User with respect to the provision of Services to such End-User. Partner shall ensure that such End-User complies with such obligations where applicable. In the event the End-User fails to meet such an obligation, then Dell Technologies shall not be liable for any resulting failure to perform its obligations. In the event of a conflict between this document and the agreements referenced in (i) and (ii) above, this document shall govern.

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The following terms and conditions govern this document:

1.1 Term; Termination. This document begins on the date specified in the "Service Schedule" section above, and, unless terminated for breach, continues in accordance with its terms. A party shall notify the other in writing in case of the other's alleged breach of a material provision of this document. The recipient shall have thirty (30) calendar days from the date of receipt of such notice to effect a cure ("**Cure Period**"). If the recipient of such notice fails to effect a cure within the Cure Period, then the sender of the notice shall have the option of sending a written notice of termination, which shall take effect upon receipt.

1.2 Grant of Copyright or License Rights in Deliverables. Subject to Customer's payment of all amounts due Dell Technologies, the parties agree (i) Customer shall own all copyright rights to the portion of Deliverables (defined below) that consists solely of written reports, analyses and other working papers prepared and delivered by Dell Technologies to Customer in the performance of the Dell Technologies obligations hereunder, and (ii) for the portion of Deliverables that consists of scripts and code, Dell Technologies grants Customer a non-exclusive, non-transferable, irrevocable (except in case of breach of this document) perpetual right to use, copy and create derivative works from such (without the right to sublicense) for Customer's internal business operations, as contemplated hereunder. The license granted in this section does not apply to (a) Customer furnished materials, and (b) any other Dell Technologies products or items licensed, or otherwise provided, under a separate agreement. "**Deliverables**" means any reports, analyses, scripts, code or other work results which have been delivered by Dell Technologies to Customer within the framework of fulfilling obligations under this document.

1.2.1 Customer Furnished Materials. Customer does not relinquish any of its rights in materials it furnishes to Dell Technologies for use in performing the Services. Pursuant to Customer's Proprietary Rights (defined below) therein, Customer grants Dell Technologies a non-exclusive, non-transferable right to use such solely for the benefit of Customer in fulfillment of the Dell Technologies obligations hereunder.

1.2.2 Reservation of Proprietary Rights. Each party reserves for itself all Proprietary Rights that it has not expressly granted to the other. Dell Technologies shall not be limited in developing, using or marketing services or products which are similar to the Deliverables or Services provided hereunder, or, subject to the confidentiality obligations of Dell Technologies to Customer, in using the Deliverables or performing similar Services for any other projects. "**Proprietary Rights**" mean all patents, copyrights, trade secrets, methodologies, ideas, concepts, inventions, know-how, techniques or other intellectual property rights of a party.

1.3 Confidential Information; Publicity. "**Confidential Information**" means any information that is marked "confidential", "proprietary" or the like or in relation to which its confidentiality should by its nature be inferred or, if disclosed orally, are identified as being confidential at the time of disclosure and, within two (2) weeks thereafter, is summarized, appropriately labeled and provided in tangible form. Confidential Information does not include information that is (i) rightfully in the receiving party's possession without prior obligation of confidentiality from the disclosing party; (ii) a matter of public knowledge; (iii) rightfully furnished to the receiving party by a third party without confidentiality restriction; or (iv) independently developed by the receiving party without reference to the disclosing party's Confidential Information. Each party shall (a) use Confidential Information of the other party only for the purposes of exercising rights or performing obligations hereunder; and (b) protect from disclosure to any third parties,

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by use of a standard of care equivalent to that as used by recipient to protect its own information of a similar nature and importance, and, no less than the use of reasonable care, any Confidential Information disclosed by the other party for a period commencing upon the date of disclosure until three (3) years thereafter, except with respect to (1) Customer data to which Dell Technologies may have access in connection with the provision of Services, which shall remain Confidential Information until one of the exceptions stated above applies; and (2) Confidential Information that constitutes, contains or reveals, in whole or in part, Dell Technologies proprietary rights, which shall not be disclosed by the receiving party at any time. Notwithstanding the foregoing, the receiving party may disclose Confidential Information (A) to its Affiliate (defined below) for the purpose of fulfilling its obligations or exercising its rights hereunder as long as such Affiliate complies with the foregoing; and (B) to the extent required by law (provided the receiving party has given the disclosing party prompt notice). “**Affiliate**” means a legal entity that is controlled by, controls, or is under common “control” with Dell Technologies or Customer, respectively. “**Control**” means more than 50% of the voting power or ownership interests. Each party shall not, and shall not authorize or assist another to, originate, produce, issue or release any written publicity, news release, marketing collateral or other publication or public announcement, relating in any way to this document, without the prior written approval of the other, which approval shall not be unreasonably withheld.

1.4 Payment. Customer shall pay any Dell Technologies invoices in full and in the same currency as the Dell Technologies invoice within thirty (30) days after the date of a Dell Technologies invoice, with interest accruing thereafter at the lesser of 1.5% per month or the highest lawful rate. The charges due hereunder are exclusive of and Customer shall pay or reimburse Dell Technologies for all value added (VAT), sales, use, excise, withholding, personal property, goods and services and other taxes, levies, customs and duties resulting from Customer's purchase order, except for taxes based on the Dell Technologies net income. If Customer is required to withhold taxes, then Customer will forward any withholding receipts to Dell Technologies at tax@emc.com.

1.5 Warranty; Warranty Disclaimer. Dell Technologies shall perform the Services in a workmanlike manner in accordance with generally accepted industry standards. Customer must notify Dell Technologies of any failure to so perform within ten (10) days after the performance of the applicable portion of Services. The entire Dell Technologies liability and Customer's sole remedy for any Dell Technologies failure to so perform shall be for Dell Technologies to, at its option, (i) correct such failure, and/or (ii) terminate this document and refund that portion of any fees received that correspond to such failure to perform. **EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY SECTION, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, DELL TECHNOLOGIES (INCLUDING ITS SUPPLIERS) MAKES NO OTHER EXPRESS WARRANTIES, WRITTEN OR ORAL, AND DISCLAIMS ALL IMPLIED WARRANTIES. IN SO FAR AS PERMITTED UNDER APPLICABLE LAW, ALL OTHER WARRANTIES ARE SPECIFICALLY EXCLUDED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ANY WARRANTY ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, OR USAGE OF TRADE.**

1.6 LIMITATIONS OF LIABILITY. THE TOTAL LIABILITY OF DELL TECHNOLOGIES AND CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY CLAIM OF ANY TYPE WHATSOEVER, ARISING OUT OF OR IN CONNECTION WITH THIS DOCUMENT OR

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SERVICES PROVIDED HEREUNDER, SHALL BE LIMITED TO PROVEN DIRECT DAMAGES CAUSED BY DELL TECHNOLOGIES SOLE NEGLIGENCE IN AN AMOUNT NOT TO EXCEED THE PRICE PAID TO DELL TECHNOLOGIES FOR THE SERVICES RENDERED HEREUNDER. EXCEPT WITH RESPECT TO CLAIMS REGARDING VIOLATION OF THE INTELLECTUAL PROPERTY RIGHTS OF DELL TECHNOLOGIES, NEITHER PARTY SHALL HAVE LIABILITY TO THE OTHER FOR ANY SPECIAL, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, OR INDIRECT DAMAGES (INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS, REVENUES, DATA AND/OR USE), EVEN IF ADVISED OF THE POSSIBILITY THEREOF.

1.7 Miscellaneous. The parties shall act as independent contractors for all purposes hereunder. Nothing contained herein shall be deemed to constitute either party as an agent or representative of the other, or both parties as joint venturers or partners for any purpose. Neither party shall be responsible for the acts or omissions of the other, and neither party will have authority to speak for, represent or obligate the other party in any way without the prior written approval of the other party. Each party shall comply with all applicable export laws, orders and regulations and obtain all necessary governmental permits, licenses and clearances. Diversion contrary to US law, including US export laws is expressly prohibited. This document shall be governed by the laws of the Commonwealth of Massachusetts for transactions taking place in the United States and the country in which the Dell Technologies entity is located for transactions taking place outside of the United States, excluding any conflict of law rules. The U.N. Convention on Contracts for the International Sale of Goods does not apply.

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Appendix A

Supplemental Deployment Services

Supplemental Deployment Services are additional deployment services which complement a new deployment or supplement an already-deployed Dell Technologies Solution. The following Supplemental Deployment Services are sold as add-on(s) to the above-referenced ProDeploy Enterprise Suite offer or a Standalone offer:

ProDeploy Add-On for Dell EMC Unity DAE Hybrid Flash and All Flash

This service provides racking and cabling of on Unity Disk Array Enclosure (DAE). The DAE could be a 15 or 25 slot Disk Array Enclosure.

	ProDeploy Add-On for Dell EMC Unity DAE Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of new DAE hardware to install		1	

During this part of the service, DT Services:

	ProDeploy Add-On for Dell EMC Unity DAE Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Orders and installs the assemble kit.		✓	
Unpacks Unity DAE or Dense DAE Enclosure and verifies components.		✓	
Chooses the space in the cabinet for the new DAE and removes the filer panels.		✓	
Installs the rails in the cabinet and then installs the Unity DAE on the rails.		✓	
Installs the disks in the enclosure, if the new DAE is shipped without the disks installed.		✓	

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Installs and locks the front Bezel on the DAE.		✓	
Installs the nut clips.		✓	
Installs, closes, and secures the cable management arms.		✓	
Attaches the (back-end) mini-SAS HD expansion cables to the enclosure.		✓	
Connects the power cords on the DAE. Verifies that the DAE power LED is lit and powered on, and blower fault LEDs are not lit.		✓	
Uses Unisphere to verify the new DAE status.		✓	
Moves used packaging materials to trash and recycling facility or other designated area within the immediate installation location.		✓	
Configures and provisions storage.		✓	
Configures up to two storage pools.		✓	

ProDeploy Add-On Dell EMC Unity Dense DAE Hybrid Flash and All Flash

This service provides racking and cabling of one 80 slot Dense Disk Array Enclosure (DAE). The dense DAE consists of eighty 2.5-inch disks.

	ProDeploy Add-On for Dell EMC Unity Dense DAE Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of new dense DAE hardware to install.	-	1	-

During this part of the service, DT Services:

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	ProDeploy Add-On for Dell EMC Unity Dense DAE Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Orders and installs the assemble kit.		✓	
Unpacks Unity DAE or Dense DAE enclosure and verifies components.		✓	
Chooses the space in the cabinet for the new DAE and removes the filer panels.		✓	
Installs the rails in the cabinet and then installs the Unity DAE on the rails.		✓	
Installs the disks in the enclosure, if the new DAE is shipped without the disks installed.		✓	
Installs and locks the front Bezel on the DAE.		✓	
Installs the nut clips.		✓	
Installs, closes, and secures the cable management arms.		✓	
Attaches the (back-end) mini-SAS HD expansion cables to the enclosure.		✓	
Connects the power cords on the DAE. Verifies that the DAE power LED is lit and powered on, and blower fault LEDs are not lit.		✓	
Uses Unisphere to verify the new DAE status.		✓	
Moves used packaging materials to trash and recycling facility or other designated area within the immediate installation location.		✓	

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Configures and provisions storage.		✓	
Configures up to two storage pools.		✓	

ProDeploy Add-On for Dell EMC Unity Two Host Hybrid Flash and All Flash

This service provides the customer with remote implementation of an additional two hosts in a Dell EMC Unity environment. Implementation includes storage configuration, provisioning and validation of storage access to up to Fibre Channel (FC) or iSCSI hosts, or combination.

	ProDeploy Add-On for Dell EMC Unity Two Host Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Dell EMC Unity Arrays		1	
Number of Hosts		2	
Number of Zones		8	

During this part of the service, DT Services:

	ProDeploy Add-On for Dell EMC Unity Two Host Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.		✓	
Gathers Customer environment information to complete the Configuration Worksheet with details required for planning Dell EMC Unity system installation.		✓	

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Obtains and reviews Customer requirements and performs deployment planning.		✓	
Conducts meeting to review implementation plan and validates that site and equipment are ready for installation.		✓	
Performs planning and design for Dell EMC Unity installation and implementation.		✓	
Documents the proposed architecture in the <i>Deployment Plan</i> .		✓	
Obtains Dell EMC Unity Installation Worksheet and Dell EMC Unity Configuration Report (report produced from Unisphere documenting the Dell EMC Unity configuration details) from Dell EMC personnel or the Customer and reviews it for accuracy.		✓	
Identifies additional requirements like licenses and beneficial updates like software upgrades and communicates them to the Customer.		✓	
Reviews implementation details with the Customer and validates that Dell EMC Unity is ready, required licenses are installed, connectivity from storage to hosts, and Dell SupportAssist are setup.		✓	
Configures storage for provisioning.		✓	
Configures SAN zoning for host deployment		✓	
Reviews host implementation details with the Customer and validates that all requirements are met.		✓	
Implements Customer-supplied FC or iSCSI hosts with installed		✓	

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operating systems and supported multipath software.			
Validates sufficient amount of capacity availability to provision storage to hosts.		✓	
Validates connectivity from storage to hosts.		✓	
Validates hosts' access to the provisioned storage volumes.		✓	
Performs the required tests using the <i>Deployment Verification</i> document.		✓	
Provides the Customer with the <i>Deployment Plan</i> and <i>Deployment Verification</i> documents updated with implementation results.		✓	
Conducts a basic Knowledge Transfer.		✓	
Coordinates project closeout.		✓	

ProDeploy Add-On for Dell EMC Unity Five Filesystems Hybrid Flash and All Flash

This service provides the customer with remote implementation of an additional five shares or exports in a Dell EMC Unity environment. Implementation includes configuring storage pools, file systems, NAS server, shares or exports and validation of clients' access to up to five shares or exports, or combination

	ProDeploy Add-On for Dell EMC Unity Five Filesystems Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Dell EMC Unity Arrays		1	
Number of NFS Shares		5	
Number of CIFS/SMB Shares		5	
Number of Multiprotocol Shares		5	

During this part of the service, DT Services:

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	ProDeploy Add-On for Dell EMC Unity Five Filesystems Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.		✓	
Gathers Customer environment information to complete the Configuration Worksheet with details required for planning Dell EMC Unity system installation.		✓	
Obtains and reviews Customer requirements and performs deployment planning.		✓	
Conducts meeting to review implementation plan and validates that site and equipment are ready for installation.		✓	
Performs planning and design for Dell EMC Unity installation and implementation.		✓	
Documents the proposed architecture in the <i>Deployment Plan</i> .		✓	
Obtains Dell EMC Unity Installation Worksheet and Dell EMC Unity Configuration Report (report produced from Unisphere documenting the Dell EMC Unity configuration details) from Dell EMC personnel or the Customer and reviews it for accuracy.		✓	
Identifies additional requirements like licenses and beneficial updates like software upgrades and communicates them to the Customer.		✓	

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Reviews File implementation details with the Customer and validates that all requirements are met.		✓	
Validates sufficient amount of capacity availability to configure file storage.		✓	
Validates clients' access to the added shares and exports (NFS and SMB).		✓	
Configures pools, file systems, NAS servers, shares or exports (NFS and SMB), users, quotas, and alerts.		✓	
Performs the required tests using the <i>Deployment Verification</i> document.		✓	
Provides the Customer with the <i>Deployment Plan</i> and <i>Deployment Verification</i> documents updated with implementation results.		✓	
Conducts a basic product Knowledge Transfer to familiarize Customer with the implemented Dell EMC Unity storage system, demonstrating the normal operations as installed in the Customer's environment.		✓	
Coordinates project closeout.		✓	
Registers the Customer to receive product alerts.		✓	
Conducts a basic Knowledge Transfer.		✓	

ProDeploy Add-On for Dell EMC Unity Antivirus Hybrid Flash and All Flash

This service provides remote design and implementation of the Dell EMC Unity Antivirus feature, meeting customer requirements. This service provides for the implementation of Dell EMC Unity Antivirus software for one NAS server and up to ten file systems.

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	ProDeploy Add-On for Dell EMC Unity Antivirus Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of File Systems for Antivirus		10	

During this part of the service, DT Services:

	ProDeploy Add-On for Dell EMC Unity Antivirus Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Conducts a Dell EMC Unity Antivirus pre-implementation review meeting and validates that all requirements are met.		✓	
Performs configuration on the Antivirus Engine and the Domain Controller.		✓	
Implements the Dell EMC Unity Antivirus, meeting Customer requirements.		✓	
Conducts a basic Knowledge Transfer.		✓	

ProDeploy Add-On for Dell EMC Unity Unified Snapshots Hybrid Flash and All Flash

This service provides remote design and implementation of the Snapshot feature to operate on a Dell EMC Unity array. The deployment includes configuring up to twenty Snapshot sessions that includes LUNs and File Systems for up to two hosts. A basic Knowledge Transfer of Dell EMC Unity Snapshot is performed within the customer's environment with a discussion of capabilities and functions.

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	ProDeploy Add-On for Dell EMC Unity Unified Snapshots Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of LUNs for Snapshot		20	
Number of File Systems for Snapshot		20	

During this part of the service, DT Services:

	ProDeploy Add-On for Dell EMC Unity Unified Snapshots Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Reviews the Snapshot deployment details with Customer and validates that all requirements are met		✓	
Implements the Dell EMC Unity Snapshot feature configuring Snapshot sessions, meeting Customer requirements.		✓	
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Conducts a basic Knowledge Transfer.		✓	

ProDeploy Add-On for Dell EMC Unity Replication Hybrid Flash and All Flash

This service provides remote design and implementation of replication software to operate in a Dell EMC Unity environment. The deployment includes configuring up to twenty replication sessions (local and remote), that includes LUNs and File Systems for up to two hosts. A basic Knowledge Transfer of Dell EMC Unity Replication is performed within the customer's environment with a discussion of capabilities and functions.

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	ProDeploy Add-On for Dell EMC Unity Replication Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Remote Arrays		2	
Number of File System Sessions for Remote Replication		20	
Number of LUN Sessions for Remote Replication		20	

During this part of the service, DT Services:

	ProDeploy Add-On for Dell EMC Unity Replication Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Reviews the Snapshot deployment details with Customer and validates that all requirements are met		✓	
Implements the Dell EMC Unity Replication software configuring Replication sessions, meeting Customer requirements.		✓	
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Conducts a basic Knowledge Transfer.		✓	

ProDeploy Add-On for Dell EMC Unity MetroSync File Replication Hybrid Flash and All Flash

This service provides remote design and implementation of MetroSync using Synchronous native File Replication and MetroSync Manager in a Dell EMC Unity environment.

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	ProDeploy Add-On for Dell EMC Unity MetroSync File Replication Hybrid Flash and All Flash		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Remote Arrays		2	
Number of MetroSync Managers		1	

During this part of the service, DT Services:

	ProDeploy Add-On for Dell EMC Unity MetroSync File Replication Hybrid Flash and All Flash		
Scope Tasks	Basic	ProDeploy	ProDeploy Plus
Performs configuration of remote file synchronous replication sessions that includes NAS servers and file systems between Unity arrays.		✓	
Performs installation and configuration of MetroSync manager		✓	
Implements the Dell EMC Unity MetroSync File Replication software configuring Replication sessions, meeting Customer requirements.		✓	
Conducts a deployment review meeting.		✓	
Reviews Replication implementation details with the Customer and validates that all requirements are met.		✓	
Conducts an implementation review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met		✓	
Performs the required tests using the <i>Deployment Verification</i> document.		✓	
Provides the Customer with the <i>Deployment Plan</i> and <i>Deployment Verification</i>		✓	

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documents updated with implementation results.			
Conducts a basic product Knowledge Transfer to familiarize Customer with the implemented Dell EMC Unity storage system, demonstrating the normal operations as installed in the Customer's environment.		✓	
Completes and delivers the <i>Deployment Plan</i> .		✓	
Performs the required tests using the <i>Deployment Verification</i> document.		✓	
Conducts a basic Knowledge Transfer.		✓	

ProDeploy Add-On for Dell EMC Unity Cloud Tiering Software

This service provides remote installation and configuration of up to two (2) instances of Cloud Tiering Appliance (CTA) software in a High Availability (HA) configuration at a single data center. The CTA software can be installed as either a Virtual Machine (OVA) in an existing VMware environment using the CTA/VE license, or as CTA software (ISO for SLES) on customer-supplied server hardware. The CTA implementation provides configuration and validation of the connection from the CTA to primary and secondary storage, creation of up to four (4) archiving policies for up to four (4) defined file systems, configuration of backup and recovery settings and the archival of a single test file system.

	ProDeploy Add-On for Dell EMC Unity Cloud Tiering Software		
Scope Quantities	Basic	ProDeploy	ProDeploy Plus
Number of Cloud Tiering Appliance(s)		2	
Number of Cloud Tiering Appliance Virtual Edition(s)		2	
Number of Total shares and exports		4	
Number of Archive policies		4	

During this part of the service, DT Services:

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Scope Tasks	ProDeploy Add-On for Dell EMC Unity Cloud Tiering Software		
	Basic	ProDeploy	ProDeploy Plus
Gathers Customer environment information for planning and design.		✓	
Plans and designs the Cloud Tiering Appliance solution.		✓	
Documents the proposed architecture in the <i>Deployment Plan</i> .		✓	
Develops the Cloud Tiering Appliance <i>Deployment Verification</i> document.		✓	
Completes the Cloud Tiering Appliance Configuration Change Request Forms (CCRF) for implementation.		✓	
Conducts a deployment review meeting.		✓	
Validates that the equipment is on site at the appropriate location with power and cable requirements met.		✓	
Installs and configures the Cloud Tiering Appliance(s).		✓	
Imports and configures the Cloud Tiering Appliance Virtual Edition software.		✓	
Configures the supported primary storage to utilize the software.		✓	
Configures the supported destination (cloud provider or target storage) to utilize the repository for archiving.		✓	
Configures the defined Cloud Tiering Appliance callback daemon.		✓	
Configures secondary callback services for HA configuration.		✓	
Defines pre-existing file systems for archival using Cloud Tiering Appliance archive policies (CIFS or NFS), by working with the Customer.		✓	

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Works with the Customer to define data migration policies for file systems.		✓	
Configures archiving policies for defined file systems for archiving.		✓	
Reviews archive policy criteria and schedule requirements with the Customer.		✓	
Configures the archiving expression.		✓	
Configures the schedule per the Customer's requirements.		✓	
Validates the implementation of the software functionality.		✓	
Completes and delivers the <i>Deployment Plan</i> .		✓	
Performs the required tests using the <i>Deployment Verification</i> document.		✓	
Conducts a basic Knowledge Transfer.		✓	

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