

# Service Brief

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## Dell EMC ProDeploy for VxBlock Expansions

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 service offers the activities, tasks, and skills to perform installation of additional servers and storage arrays to an existing VxBlock System, and incremental hardware to an existing VxBlock System and the connected Storage array(s) at the Customer location. The service is delivered using onsite (for hardware install) and remote (configuration) resources.

The following components can be added to the existing VxBlock System for hardware expansion:

- Memory Modules
- Server Blades
- Compute Chassis
- Fabric Interconnect Modules
- Nexus Switches
- XtremIO X-Brick
- PowerMax Brick or VMAX V-Brick
- PowerStoreT Appliance or Expansion Enclosure
- Dell EMC Unity DAEs

The following servers and storage arrays are deployed to an existing VxBlock System at the Customer location, after logical configuration is performed in the Dell Technologies factory:

- B Series or C Series servers in a cabinet
- PowerMax or VMAX
- XtremIO
- PowerStore
- Dell EMC Unity
- Isilon or PowerScale

### **ProDeploy for VxBlock System Expansion, Base Deploy**

This service:

- Covers the base activities for hardware expansion on a VxBlock System converged infrastructure solution.
- Is performed at the Customer location and provides planning and design for VxBlock System.
- Is always co-delivered with one or more instances of the add-on service(s) (listed in *Appendix* section) to complete the scope of a VxBlock hardware expansion engagement.

### **ProDeploy for VxBlock System Expansion, Compute Deploy**

This service

- Provides deployment of up to eight (8) B Series or C Series servers to a VxBlock integrated rack system in accordance with the documented (LCS) requirements provided to Dell Technologies by the Customer.
- Is performed at the Customer location.
- Cannot be sold standalone and must be sold with the *ProDeploy for VxBlock System Expansion, Compute Logical Configuration* service.

Combined, the two complementary services provide an end-to-end, turnkey installation and integration of the additional server cabinet deployment.

## **ProDeploy for VxBlock System Expansion, Compute Logical Configuration**

This service:

- Provides for a logical configuration to integrate one (1) single cabinet with eight (8) blade/rack UCS Compute servers to a VxBlock system in a Dell facility in accordance with the documented *Logical Configuration Survey (LCS)* requirements provided to Dell EMC by the Customer.
- Cannot be sold standalone and must be sold with the corresponding *ProDeploy for VxBlock System Expansion, Compute Deploy* service
- Must be performed in the Dell Technologies factory before the UCS compute server cabinet is shipped to the Customer.

## **ProDeploy for VxBlock System Expansion, Isilon Array Deploy**

This service

- Provides installation, configuration, and integration of one (1) PowerScale/Isilon array to a VxBlock integrated rack system in accordance with the documented (LCS) requirements provided to Dell Technologies by the Customer.
- Is performed at the Customer location.
- Configuration of up to five (5) CIFS shares, NFS exports, or combination thereof is performed as part of this service offering.
- Deploys another storage type to the converged system rather than expanding an existing storage subsystem. Only one (1) storage type can be installed within a rack.
- Cannot be sold standalone and must be sold with the *ProDeploy for VxBlock System Expansion, Isilon Array Logical Configuration* service.

Combined, the two complementary services provide an end-to-end, turnkey installation and integration of the additional storage array deployment.

## **ProDeploy for VxBlock System Expansion, Isilon Array Logical Configuration**

This service:

- Provides for a logical configuration to integrate one (1) PowerScale/Isilon cabinet to a VxBlock system in a Dell Technologies facility in accordance with the documented *Logical Configuration Survey (LCS)* requirements provided to Dell Technologies by the Customer.
- Cannot be sold standalone and must be sold with the corresponding *ProDeploy for VxBlock System Expansion, Isilon Array Deploy* service
- Adds another storage type to the HC or HCI system rather than expanding an existing storage subsystem. Only one (1) storage type can be installed within a rack.
- Must be performed in the Dell Technologies factory before the PowerScale/Isilon Array with cabinet is shipped to the Customer.
- Is priced on an PowerScale/Isilon per-cabinet basis. The Customer must purchase one Service SKU for each installed PowerScale/Isilon cabinet.

## **ProDeploy for VxBlock System Expansion, Storage Array Deploy**

This service

- Provides installation, configuration, and integration of one (1) storage array to a VxBlock integrated rack system in accordance with the documented (LCS) requirements provided to Dell Technologies by the Customer.
- Is performed at the Customer location.

- Allows for the field deployment of (1) one of the following storage arrays:
  - PowerMax or VMAX
  - PowerStore
  - Dell EMC Unity
  - XtremIO
- Cannot be sold standalone and must be sold with the *ProDeploy for VxBlock System Expansion, Storage Array Logical Configuration* service.

Combined, the two complementary services provide an end-to-end, turnkey installation and integration of the additional storage array deployment.

### **ProDeploy for VxBlock System Expansion, Storage Array Logical Configuration**

This service:

- Provides for a logical configuration to integrate one (1) storage array cabinet to a VxBlock system in a Dell Technologies facility in accordance with the documented *Logical Configuration Survey (LCS)* requirements provided to Dell Technologies by the Customer.
- Cannot be sold standalone and must be sold with the corresponding *ProDeploy for VxBlock System Expansion, Storage Array Deploy* service
- Adds another storage type to the converged system rather than expanding an existing storage subsystem. Only one (1) storage type can be installed within a rack.
- Allows for the factory logical configuration of one (1) of the following storage arrays:
  - PowerMax or VMAX
  - PowerStore
  - Dell EMC Unity
  - XtremIO
- Must be performed in the Dell Technologies factory before the Storage Array with cabinet is shipped to the Customer.

### **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.

## 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 VxBlock System Expansion				
Scope Quantities	ProDeploy for VxBlock System Expansion, Base Deploy	ProDeploy for VxBlock System Expansion, Compute Deploy	ProDeploy for VxBlock System Expansion, Isilon Array Deploy	ProDeploy for VxBlock System Expansion, Storage Array Deploy
Number of VxBlock System:	1			
Blade Servers:		8		
Dell EMC Storage Arrays:			1	1
Hosts to Provision Storage:				10

ProDeploy for VxBlock System Expansion				
Scope Tasks	ProDeploy for VxBlock System Expansion, Base Deploy	ProDeploy for VxBlock System Expansion, Compute Deploy	ProDeploy for VxBlock System Expansion, Isilon Array Deploy	ProDeploy for VxBlock System Expansion, Storage Array Deploy
Meets with Customer to ensure that the environment and operational deployment requirements (hardware, software, and infrastructure) are met, and provides Customer with a list of required or beneficial updates.	✓			
Prepares the project deliverables to include design and end-state documentation for the deployed Dell EMC System.	✓			
Completes validation and configuration of all Dell EMC System components against customer-supplied Logical Configuration Survey (LCS).	✓			
Assesses VxBlock readiness for Hardware Expansion.	✓	✓	✓	✓

Conducts a deployment review meeting.	✓	✓	✓	✓
Validates that the equipment is on site at the appropriate location with power and cable requirements met.	✓	✓	✓	✓
Validates site readiness for the deployment.		✓	✓	✓
Installs and connects the servers to the VxBlock system.		✓		
Installs and connects the compute modules to the VxBlock system.		✓		
Installs and connects the storage system to the converged system.			✓	✓
Initializes and configures storage appliance.			✓	
Generates Array Configuration and Health Report.				✓
Performs testing and validation of the deployed components.		✓		✓
Completes and delivers the System Configuration Report (SCR).		✓		✓
Conducts a basic Knowledge Transfer.		✓	✓	✓

ProDeploy for VxBlock System Expansion			
Scope Quantities	ProDeploy for VxBlock System Expansion, Compute Logical Configuration	ProDeploy for VxBlock System Expansion, Isilon Array Logical Configuration	ProDeploy for VxBlock System Expansion, Storage Array Logical Configuration
Blade Servers:	8		
Dell EMC Storage Arrays:		1	1

ProDeploy for VxBlock System Expansion			
Scope Tasks	ProDeploy for VxBlock System Expansion, Compute Logical Configuration	ProDeploy for VxBlock System Expansion, Isilon Array Logical Configuration	ProDeploy for VxBlock System Expansion, Storage Array Logical Configuration
Initializes the cabinet of the UCS Compute Technology Extension.	✓		
Configures logical build for servers.	✓		
Provides hardware setup including racking of hardware, power and network connection, and initial power on.		✓	
Upgrades the cluster to the latest recommended version of OneFS, if necessary.		✓	
Configures the Intelligent Physical Infrastructure (IPI) appliance.			✓
Configures Storage Area Network (SAN) components for the storage array including VxBlock System SAN components.			✓
Initializes and configures storage appliance.			✓
Verifies datastore naming configuration.			✓
Validates configuration against LCS.	✓	✓	✓
Validates operating system and firmware levels.	✓	✓	✓
Verifies the installation and/or configuration results	✓	✓	✓
Completes all internal quality and process requirements.	✓	✓	✓
Gathers all required information using methods documented in logical build engineering QA process.	✓	✓	✓
Ensures all logical configuration activities are completed by the assigned resource.	✓	✓	✓

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:

- Completed Software Configuration Report

## 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, 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.
- 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](http://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;
- 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 DT Services with reasonable access to Customer functional, technical, and business staff as necessary to perform the Services.
- Assign a primary contact and point of authorization as the Customer project manager. This single point of contact will be responsible for issue resolution, activity scheduling, interview scheduling, and information collection and dissemination. The Project Sponsor is responsible to ensure compliance with Customer obligations.
- Assign a lead technical resource to act as a single technical point-of-contact between Customer and DT Services as necessary for the duration of the engagement.
- Ensure that all required site preparations have been successfully met for any new non-Dell EMC system components. Customer will also ensure its facilities (or facilities provided through a third-party) are capable of accepting and supporting any new products ordered from Dell Technologies before the project start date. This includes, but is not limited to, adequate HVAC, power, floor space, security, etc.
- Make appropriate system maintenance windows available for DT Services (or authorized agents) as needed to prepare equipment.
- Provide technical support for implementation teams, all vendors, and third parties as necessary.
- Assume responsibility for all network connectivity, performance, and configuration issues.
- Ensure that an adequate backup and restore process exists and is operational.
- Obtain and provide, at its own cost and expense, all third-party licenses and maintenance agreements necessary for DT Services to complete the project.
- Obtain licenses and related maintenance support under separate contract for any necessary Dell EMC products before the commencement of Services.
- Manage site facility preparation, including but not limited to cabling, HVAC, and power.
- Manage all internal change control procedures and documentation including coordination with application and business owners.
- Make reasonable accommodations for the project team for engagement activities at the customer site. These accommodations will include a desk/cubicle, voice telephone, Internet access, and shared access to laser printer, copier, fax, and conference room facilities.
- Provide Customer Technical Leads with relevant domain, business, and/or technical expertise, as required. Customer Technical Leads are the acknowledged spokespersons for the areas they represent, and the DT Services project team requires regular and timely access to them. If Customer Technical Leads are unable to attend a scheduled meeting, then the Customer Project Manager shall represent the customer's staff as the final authority with respect to customer on all items of discussion.

- Obtain and provide all appropriate hardware components, including, but not limited to, the Expansion Components, necessary to deliver the Services
- Complete questionnaires supplied by DT Services within required timelines.
- Ensure that all environment and operational requirements are met prior to implementation.
- Participate in service provider hosted remote web conferencing sessions, as required.
- Acknowledge receipt and acceptance/rejection of all deliverables associated with the Service as quickly as commercially reasonable, but in all events within ten (10) business days of delivery (not including local public holidays). Customer will use the DT Services MCF to indicate acceptance of deliverables. If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted.
- Ensure that all Customer data has been backed up prior to commencement of the Services. DT Services assumes no responsibility or liability for any loss of access to, or unrecoverable data in connection with the Services.
- Be responsible for, and assume any risk associated with any problems resulting from the accuracy, content, completeness, and consistency of any data, materials, or information supplied by the customer.
- Restrict and prevent access to customer data not pertinent to the configuration and deployment of the system, including but not limited to personally identifiable information.

## 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.)

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.

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, 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](mailto: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. INSOFAR 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 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.

## 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 VxBlock System Expansion - Blades or Rackmount Servers Deploy**

The service:

- Provides the Hardware expansion of the Customer's existing VxBlock System with two (2) to eight (8) Server Blades, or one (1) to four (4) rack servers.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

#### **ProDeploy Add-On for VxBlock System Expansion - Chassis Deploy**

The service:

- Provides the Hardware expansion of the Customer's existing VxBlock System with single blade chassis.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

#### **ProDeploy Add-On for VxBlock System Expansion - Fabric Interconnect Deploy**

The service:

- Provides the Hardware expansion of the Customer's existing VxBlock System with a pair of Fabric Interconnects.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

#### **ProDeploy Add-On for VxBlock System Expansion - Memory Deploy**

The service:

- Provides the Hardware expansion memory in existing converged systems for Series B or Series C Cisco UCS Servers. This service includes installation and configuration of memory in target number of blades for any one of the following combinations:
  - Up to eight (8) Half-Width B Series blades.
  - Up to six (6) Full-Width B Series blades.
  - Up to four (4) C-Series servers or Double Height Full Blade servers.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

## ProDeploy Add-On for VxBlock System Expansion - Switches Deploy

The service

- Provides the Hardware expansion of the Customer's existing VxBlock System with a pair of Nexus Switches.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

ProDeploy for VxBlock System Expansions					
Scope Quantities	ProDeploy Add-On for VxBlock System Expansion - Blades or Rackmount Servers Deploy	ProDeploy Add-On for VxBlock System Expansion - Chassis Deploy	ProDeploy Add-On for VxBlock System Expansion - Fabric Interconnect Deploy	ProDeploy Add-On for VxBlock System Expansion - Memory Deploy	ProDeploy Add-On for VxBlock System Expansion - Switches Deploy
Blades to be installed:	8				
Rack Servers	4				
Chassis to be installed:		1			
Fabric Interconnects (pairs):			1		
Half-Width Blade Servers:				8	
Full-Width Blade Servers:				6	
Double-Height Full-Width Blade Servers:				4	
Nexus Switches (pairs):					1

ProDeploy for VxBlock System Expansions					
Scope Tasks	ProDeploy Add-On for VxBlock System Expansion - Blades or Rackmount Servers Deploy	ProDeploy Add-On for VxBlock System Expansion - Chassis Deploy	ProDeploy Add-On for VxBlock System Expansion - Fabric Interconnect Deploy	ProDeploy Add-On for VxBlock System Expansion - Memory Deploy	ProDeploy Add-On for VxBlock System Expansion - Switches Deploy
Conducts a deployment review meeting.	✓	✓	✓	✓	✓
Validates that the equipment is on site at the appropriate location with power and cable	✓	✓	✓	✓	✓



requirements met.					
Installs server blade(s).	✓				
Applies required Logical Configurations to server Blade(s).	✓				
Installs server Blade Chassis into VxBlock System.		✓			
Applies required Logical Configurations to server Blade Chassis.		✓			
Installs Fabric Interconnect(s).			✓		
Applies required Logical Configurations to Fiber Interconnect(s).			✓		
Installs and validates new memory configuration.				✓	
Installs Nexus Switches.					✓
Applies required Logical Configurations to Nexus Switches.					✓
Validates firmware versions within the existing System and upgrades or downgrades installed Expansion Component	✓	✓	✓		✓
Tests and validates new Expansion Components and configurations.	✓	✓	✓	✓	✓
Verifies the installation and configuration results or both.	✓	✓	✓	✓	✓
Finalizes and submits all project documentation.	✓	✓	✓	✓	✓

### ProDeploy Add-On for VxBlock System Expansion - Unity Deploy

The service

- Provides the Hardware expansion with up to four (4) additional Disk Array Enclosures (DAE) of an existing VNX or Dell EMC Unity Storage array connected to VxBlock System at the Customer location.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

### ProDeploy Add-On for VxBlock Expansion - PowerStore Appliance or DAE Deploy

The service

- Provides the Hardware expansion with one (1) PowerStoreT Appliance or up to three (3) additional SAS Expansion Enclosures of an existing PowerStoreT array connected to VxBlock System at the Customer location.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

For physical installation of the additional PowerStore Appliance or SAS Expansion Enclosure, the following services are sold:

- *ProDeploy for PowerStore or ProDeploy for PowerStore SAS Expansion Enclosure.*

### **ProDeploy Add-On for VxBlock System Expansion - VMAX or PowerMax Brick Deploy**

The service

- Provides the Hardware expansion with one (1) PowerMax brick or VMAX V-Brick of an existing PowerMax or VMAX Storage array connected to VxBlock System at the Customer location.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

For physical installation of the additional PowerMax brick, the following services are sold:

- *ProDeploy for PowerMax Base, Upgrade and ProDeploy Add-On for PowerMax 8000 Brick wo Fabric, Upgrade* services (to add the second brick).
- *ProDeploy for PowerMax Base, Upgrade and ProDeploy Add-On for PowerMax 8000 Brick w/Fabric, Upgrade* services (if the PowerMax array already has two bricks).

For physical installation of the additional VMAX V-Brick, the following services are sold:

- *ProDeploy for VMAX All Flash Base, Upgrade and ProDeploy Add-On for VMAX All Flash, V-Brick, Upgrade* services (to add the second V-Brick).
- *ProDeploy for VMAX All Flash Base, Upgrade and ProDeploy Add-On for VMAX All Flash, V-Brick w/Fabric, Upgrade* services (if the VMAX array already has two V-Bricks).

### **ProDeploy Add-On for VxBlock System Expansion - XtremIO Deploy**

The service

- Provides the Hardware expansion with one (1) X-Brick of an existing XtremIO Storage array connected to VxBlock System at the Customer location.
- Is always co-delivered with one instance of the *ProDeploy for VxBlock System Expansion, Base Deploy* service to complete the scope of a VxBlock hardware expansion engagement.
- Can also be co-delivered in conjunction with one or more instances of any combination of the services mentioned in Service Description above.

For physical installation of the additional XtremIO X-Brick, any one of the following services must be sold:

- *ProDeploy for XtremIO X-Brick Cluster Expansion Implementation* service (to upgrade from single to dual X-Brick).
- *ProDeploy for XtremIO Multi X-Brick Cluster Expansion Implementation* service (to upgrade from dual X-Brick to higher).
- *ProDeploy Add-On for XtremIO X-Brick Cluster Expansion* service (for each additional X-Brick after selling any one of the above two services).

ProDeploy Add-On for VxBlock System Expansion				
Scope Quantities	ProDeploy Add-On for VxBlock System Expansion - Unity Deploy	ProDeploy Add-On for VxBlock Expansion - PowerStore Appliance or DAE Deploy	ProDeploy Add-On for VxBlock System Expansion - VMAX or PowerMax Brick	ProDeploy Add-On for VxBlock System Expansion - XtremIO Deploy
Dell EMC Unity array:	1			
Disk Array Enclosures	4			
PowerStore Appliances:		1		
Number of SAS Expansion Enclosures for PowerStore:		1		
PowerMax/VMAX Array:			1	
Power Brick/V-Brick:			1	
Number of Hosts for PowerMax/VMAX Connectivity Redistribution:			20	
XtremIO Bricks:				1
XtremIO Array				1
Number of Hosts for XtremIO Connectivity Redistribution				20

ProDeploy Add-On for VxBlock System Expansion				
Scope Tasks	ProDeploy Add-On for VxBlock System Expansion - Unity Deploy	ProDeploy Add-On for VxBlock Expansion - PowerStore Appliance or DAE Deploy	ProDeploy Add-On for VxBlock System Expansion - VMAX or PowerMax Brick	ProDeploy Add-On for VxBlock System Expansion - XtremIO Deploy
Conducts a deployment review meeting.	✓	✓	✓	✓
Validates that the equipment is on site at the appropriate location with power and cable requirements met.	✓	✓	✓	✓
Installs DAEs into Dell EMC Unity storage.	✓			
Implements Unity storage expansion.	✓			
Deploys and configures the PowerStore storage expansion.		✓		

Installs additional Power brick and V-Brick or capacity into PowerMax and VMAX storage.			✓	
Implements PowerMax and VMAX Storage Expansion.			✓	
Installs and implements X-Brick into XtremIO storage.				✓
Implements XtremIO Storage expansion.				✓
Redistributes Host Connectivity for the Storage Array.			✓	✓
Tests and validates new Expansion Components and configurations.	✓	✓	✓	✓
Verifies the installation and configuration results or both.	✓	✓	✓	✓
Finalizes and submits all project documentation.	✓	✓	✓	✓

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