

Dell EMC ProDeploy Plus for vProtect Deployment

Service Description

This service provides for the deployment and configuration of PowerProtect vProtect software on the customer's targeted physical or virtual host machine(s). The targeted vProtect host machines must be previously configured by the customer before implementing this service. In addition, the service includes the following configuration:

- Inventory of all virtual machines (VM) from one vProtect supported hypervisor (HV)
- Three backup policies with schedules
- Three VM Groups
- One snapshot
- One backup and recovery test

The service will include knowledge transfer (KT) of the vProtect application.

This service is to be delivered on site.

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 Plus for vProtect Deployment

This service includes the following components (not to exceed the listed values):

- Hypervisors for vProtect Backup: 1
- vProtect Servers: 1
- vProtect Nodes: 1
- Protection Policies for vProtect Backup: 3
- VM Groups for vProtect Backup: 3
- Number of Snapshots for vProtect Backup: 1

During this part of the service, DT Services:

- Perform Planning and Design for vProtect
- Validate Prerequisites for vProtect
- Install and Configure vProtect Server
- Install and Configure vProtect Node
- Configure vProtect Backup Policies
- Performs the tests in the *Test Plan*.
- Conducts a basic Knowledge Transfer.
- Completes solution deployment validation.

The following activities included in all 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:

- *Knowledge Transfer*
- *Pre-engagement Questionnaire*
- *Test Plan*

30 Day Post-project Configuration Assistance

For up to 30 days after the deployment date, DT Services will provide remote configuration assistance for the purchased Supported Products (as defined in this document) and components included with this Service. If you have configuration questions after the Dell deployment team has left your site, call Dell technical support for initial assistance. If more in-depth assistance is needed, Dell technical support will engage the appropriate team to schedule time to assist you with configuration support.

Training Credits for Dell Education Services

Customers who purchase the Services for use with select Supported Products also receive Dell Education Services Training Credits ("Training Credits"). Check your Order Form to confirm whether your purchase of the Services includes a ProDeploy Plus Training Credits SKU, and to determine how many Training Credits you receive with your purchase of the Services. Training Credits are a flexible way to purchase training courses offered by Dell Education Services, including Dell Certification training, dedicated training, onsite training or online courses. To review the list of courses available for purchase with Training Credits, please visit <http://education.dellemc.com>. Your purchase of Training Credits can only be used for training provided by Dell Education Services. For example, Training Credits cannot be used for training on 3rd Party Software products and services. The duration of the term during which you can use the Training Credits to purchase Dell Education Services training courses is twelve (12) months. All training courses must be scheduled prior to expiration of your applicable 12-month period after the date of purchase of the Services on the Order Form, except to the extent applicable law requires otherwise. Once purchased, DT Services will

provide you with information regarding the start and end date of the 12-month ordering period in which you are required to use your Training Credits and redeem your Dell Education Services. The obligations of DT Services to provide Dell Education Services training to you in return for the Training Credits you purchase will be deemed satisfied after the 12-month period following the date of your purchase of the Training Credits, even if you do not use the Training Credits to purchase any Dell Education Services training.

DT Services Staffing

DT Services will provide appropriate DT Services Personnel to perform the Services specified in the “Project Scope” section above.

Customer Responsibilities

Customer’s timely provision to DT Services of office accommodations, facilities, equipment, assistance, cooperation, complete and accurate information and data from Customer officers, agents, and employees, suitably configured computer products, and network access is essential to the performance of the Services set forth in this document. Customer is responsible for ensuring 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, loss of access to, or unrecoverable data in connection with the Services.

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.
- Provide DT Services personnel with access to Customer systems and networks (including, without limitation, remote systems and networks access), current processes and procedures, workflow diagrams, architectural designs (Visio or equivalent), and resource personnel who will participate in the Knowledge Transfer, if applicable.
- 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.
- Assume responsibility for all network connectivity, performance, and configuration issues.
- Identify the current operating system patch set level required for this engagement and install any recommended patch set(s) prior to the engagement commencement.
- Maintain the properly configured hardware/operating system platform to support the Services and prepare a properly configured server prior to the commencement of Services.

Service 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, and provided that DT Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and Customer’s master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Brief. Completion of the Scope of Services described in this Service Brief and delivery of Deliverables to Customer, if applicable, shall constitute full performance of the Services notwithstanding any amount of time or hours set forth on any quote or invoice that Customer receives describing the Services. Under no circumstances shall Customer be entitled to a

credit or refund of any unused portion of the Services unless otherwise agreed between DT Services and Customer, and provided that DT Services and Customer will comply with applicable laws, and in the event of a conflict between this provision and Customer's master agreement that authorizes the purchase of these Services, then such master agreement will take precedence over this Service Brief.

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.

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.

Fixed Bid Service Fee and Invoicing Schedule

The Services described in this document are delivered on consecutive days during Service Provider's normal business hours (8:00 A.M.–6:00 P.M. local time, M–F, excluding Service Provider and local holidays). However, some Services may require scheduling by Service Provider for delivery outside of normal business hours due to the nature of the Services being performed (e.g. on-site hardware deployment).

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 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.

PROFESSIONAL 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 ("DT Services")

specified on your Sales Order and sets forth the business parameters and other matters regarding services that Customer has engaged DT Services to provide hereunder.

Direct Sale from DT Services to Customer: This document and the performance of the Services detailed herein are subject to (i) the most recently signed agreement between Customer and DT Services that contains terms and conditions designated to apply to professional services ("Existing Agreement"); or (ii) in the absence thereof, the DT Services 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 DT Services Authorized Reseller to Customer: If you have purchased the Services detailed herein through a DT Services 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 DT Services. Such Services are governed solely by the agreement between you and your DT Services authorized reseller. DT Services has permitted your DT Services authorized reseller to provide this document to you. Your DT Services authorized reseller may make arrangements with DT Services to perform all or a portion of the Services on behalf of the reseller.

Sale from DT Services to DT Services 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 DT Services 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 DT Services 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 DT Services; (b) Partner has no right or power to bind DT Services to any commitments unless otherwise explicitly agreed upon in writing by DT Services 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 DT Services 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 DT Services 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 DT Services 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 DT Services, 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 DT Services to Customer in the performance

of the DT Services obligations hereunder, and (ii) for the portion of Deliverables that consists of scripts and code, DT Services 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 DT Services 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 DT Services 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 DT Services for use in performing the Services. Pursuant to Customer's Proprietary Rights (defined below) therein, Customer grants DT Services a non-exclusive, non-transferable right to use such solely for the benefit of Customer in fulfillment of the DT Services 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. DT Services 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 DT Services 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 DT Services 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, DT Services 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 DT Services 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 DT Services invoices in full and in the same currency as the DT Services invoice within thirty (30) days after the date of a DT Services 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 DT Services 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 DT Services net income. If Customer is required to withhold taxes, then Customer will forward any withholding receipts to DT Services at tax@emc.com.

1.5 Warranty; Warranty Disclaimer. DT Services shall perform the Services in a workmanlike manner in accordance with generally accepted industry standards. Customer must notify DT Services of any failure to so perform within ten (10) days after the performance of the applicable portion of Services. The entire DT Services liability and Customer's sole remedy for any DT Services failure to so perform shall be for DT Services 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, DT SERVICES (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 DT SERVICES 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 DT SERVICES SOLE NEGLIGENCE IN AN AMOUNT NOT TO EXCEED THE PRICE PAID TO DT SERVICES FOR THE SERVICES RENDERED HEREUNDER. EXCEPT WITH RESPECT TO CLAIMS REGARDING VIOLATION OF THE INTELLECTUAL PROPERTY RIGHTS OF DT SERVICES, 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 DT Services 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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