Service Brief

ProDeploy Plus for VxBlock

This Service is part of Dell 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 Plus for VxBlock* offering delivers the onsite deployment of a VxBlock 1000 converged infrastructure solution.

Additional VxBlock features, and scaling options may be included through add-on ProDeploy Plus offers.

This offer includes:

- Planning and design which includes Site Survey and Logical Configuration Survey (LCS) to determine the Customer requirements and to meet operational objectives.
- Logical configuration in a Dell Technologies facility in accordance with documented requirements provided to Dell by the Customer.
- Physical installation of the cabinet/s and cabling at the Customer location.
- Final configuration at the Customer's site after the initial logical configuration is completed in the Dell factory.
- An interactive Customer knowledge transfer session to maximize return on investment for the deployed Dell system.

Note: This ProDeploy Plus for VxBlock service includes one of following three Base deployment services.

ProDeploy Plus for VxBlock System, One Cabinet Base Deploy

This service:

- Performs planning, design, and field deployment of the base requirements for a VxBlock 1000 System converged infrastructure solution.
- Provides expertise to complete the base system deployment and implementation for a single rack VxBlock 1000 System.
- Is designed to help align the scalability, flexibility, and cost savings associated with a Dell System to operational objectives. Best practices and proven processes help with the goal of a non-disruptive integration of the Dell System into the Customer's environment.
- Performs configuration of up to 100 VLANs for Customer production workloads.
- Provides the final configuration at the Customer's site after the initial logical configuration is completed in the Dell factory. Our technical experts provide Best Practices to install and configure the VxBlock converged infrastructure system.
- Performs final configuration at the Customer's site, including up to 100 VLANs for Customer production workloads.

Note: The following prerequisite Dell services must be purchased and completed prior to commencement of this service:

- *ProDeploy Plus for VxBlock System, Onsite Logical Configuration Survey and Site Survey* or *ProDeploy Plus for VxBlock System, Remote Logical Configuration Survey and Site Survey*.
- *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory.
- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform physical installation on a per rack basis.

This service is performed at the Customer location and provides planning, design, and final field deployment of VxBlock 1000. This service is required for VxBlock Systems containing a single rack.

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This service must be purchased with the following Dell services:

- *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory.
- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform physical configuration in the field on a per-rack basis.

Together, these services complete the end-to-end VxBlock 1000 deployment.

ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy

This service:

- Performs planning, design, and field deployment of the base requirements for a VxBlock 1000 System converged infrastructure solution.
- Provides expertise to complete the base system deployment and implementation for a two-rack VxBlock 1000 System.
- Is designed to help align the scalability, flexibility, and cost savings associated with a Dell System to operational objectives. Best practices and proven processes help with the goal of a non-disruptive integration of the Dell System into the Customer's environment.
- Performs configuration of up to 100 VLANs for Customer production workloads.
- Provides the final configuration at the Customer's site after the initial logical configuration is completed in the Dell factory. Our technical experts provide Best Practices to install and configure the VxBlock converged infrastructure system.
- Includes an interactive Customer knowledge-transfer session to maximize return on investment for the deployed Dell System.

Note: The following prerequisite Dell services must be purchased and completed prior to commencement of this service:

- *ProDeploy Plus for VxBlock System, Onsite Logical Configuration Survey and Site Survey or ProDeploy Plus for VxBlock System, Remote Logical Configuration Survey and Site Survey.*
- *ProDeploy Plus for VxBlock System, Base Logical Configuration to perform the logical configuration in the factory.*
- *ProDeploy Plus for VxBlock System, Cabinet Install to perform physical installation on a per rack basis.*

This service is performed at the Customer location and provides planning, design and final field deployment of VxBlock 1000. This service is only required for VxBlock Systems containing two (2) racks.

This service must be purchased with the following Dell services:

- *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory.
- *ProDeploy Plus Add-On for VxBlock System, Cabinet Logical Configuration* to perform logical configuration for additional racks in the factory.
- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform physical configuration in the field on a per rack basis.

Together, these services complete the end-to-end VxBlock 1000 deployment.

ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy

This service:

- Performs the field deployment base requirements of the VxBlock 1000 System converged infrastructure solution.

- Provides expertise to complete the base system deployment and implementation for three (3) or more racks included in the VxBlock 1000 converged infrastructure system.

- Is designed to help align the scalability, flexibility, and cost savings associated with a Dell System to operational objectives. Best practices and proven processes help with the goal of a non-disruptive integration of the Dell System into the Customer's environment.

- Performs configuration of up to 100 VLANs for Customer production workloads.

- Provides the final configuration at the Customer's site after the initial logical configuration is completed in the Dell factory. Our technical experts provide Best Practices to install and configure the VxBlock converged infrastructure system.

- Includes an interactive Customer knowledge-transfer session to maximize return on investment for the deployed Dell System.

Note: The following prerequisite Dell services must be purchased and completed prior to commencement of this service:

- *ProDeploy Plus for VxBlock System, Onsite Logical Configuration Survey and Site Survey* or *ProDeploy Plus for VxBlock System, Remote Logical Configuration Survey and Site Survey.*

- *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory.

- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform physical installation on a per rack basis.

This service is performed at the Customer location and provides final field deployment of VxBlock 1000 system or newer. This service is only required for VxBlock Systems with three (3) or more racks included.

This service must be purchased with the following Dell services:

- *ProDeploy Plus for VxBlock System, Onsite Logical Configuration Survey and Site Survey* - to perform the Logical Configuration and Site Survey at the Customer location or *ProDeploy Plus for VxBlock System, Remote Logical Configuration Survey and Site Survey– Remote.*

- *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory.

- *ProDeploy Plus Add-On for VxBlock System, Cabinet Logical Configuration* to perform logical configuration for additional racks in the factory.

- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform physical configuration in the field on a per rack basis.

Together, these services complete the end-to-end VxBlock 1000 System deployment.

ProDeploy Plus for VxBlock System, Logical Configuration Survey and Site Survey– Remote

This service:

- Covers planning and design for a VxFlex integrated rack or VxBlock System 1000 converged infrastructure solution.

- Is performed remotely and provides planning and design for a VxFlex integrated rack or VxBlock System 1000.

- Logical Configuration and Site Surveys are performed remotely to determine the Customer requirements.

- For VxBlock, this service must be purchased with the following Dell services:

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- ProDeploy Plus for VxBlock System, Base Logical Configuration to perform the logical configuration in the factory.
- ProDeploy Plus Add-On for VxBlock System, Cabinet Logical Configuration to perform the logical configuration for additional racks in the factory.
- ProDeploy Plus for VxBlock System, Cabinet Install to perform physical configuration in the field on a per rack basis.
- ProDeploy Plus for VxBlock System, Three Cabinet Base Deploy to perform the field deployment of the VxBlock 1000.

Together, these services will complete the end-to-end VxBlock 1000 deployment.

ProDeploy Plus for VxBlock System Logical Configuration Survey and Site Survey, Onsite

This service:

- Covers planning and design for a VxRack FLEX or VxBlock System 1000 converged infrastructure solution.
- Is performed at the Customer location and provides planning and design for a VxRack FLEX or VxBlock System 1000.
- Logical configuration and site surveys are performed onsite to determine the Customer requirements to meet operational objectives.

For VxBlock 1000 systems, this service must be purchased with the following Dell services:

- *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory.
- *ProDeploy Plus Add-On for VxBlock System, Cabinet Logical Configuration* to perform the logical configuration for additional racks in the factory.
- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform the physical configuration in the field on a per rack basis.
- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy* to perform the field deployment of a 3 or more rack VxBlock.

Together, these services complete the end-to-end VxBlock 1000 System deployment.

ProDeploy Plus Add-On for VxBlock System, Cabinet Logical Configuration

This service:

- Covers logical configuration in the factory for one (1) additional rack to be added to a VxBlock 1000 System converged infrastructure solution.
- Performs configuration of network, storage, compute and virtualization requirements detailed in the Logical Configuration Survey for the VxBlock System using Dell Best Practices and methodologies.

This service is performed in the factory and provides the logical configuration of one (1) additional rack for the VxBlock 1000 System. Sell this service in multiples as needed.

This service cannot be purchased on its own and must be purchased with the following corresponding Dell services:

- *ProDeploy Plus for VxBlock System, Base Logical Configuration*.
- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy* or *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy*.
- *ProDeploy Plus for VxBlock System, Cabinet Install* to perform physical configuration in the field on a per rack basis.

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ProDeploy Plus for VxBlock System, Base Logical Configuration

 This service:

- Covers logical configuration in the factory for a VxBlock System 1000 converged infrastructure solution.

- Performs configuration of network, storage, compute, and virtualization requirements detailed in the Logical Configuration Survey for the VxBlock System 1000 using Dell EMC Best Practices and methodologies.

This service is performed in the factory and provides the logical configuration of the VxBlock System 1000.

This service cannot be purchased on its own and must be purchased with the following corresponding Dell services:

- *ProDeploy Plus for VxBlock System, Onsite Logical Configuration Survey and Site Survey*.

- *ProDeploy Plus for VxBlock System, Remote Logical Configuration Survey and Site Survey.*

- *ProDeploy Plus for VxBlock System, Cabinet Install.*

- *ProDeploy Plus for VxBlock System, One Cabinet Base Deploy.*

- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy.*

- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy.*

Together, these services complete the end-to-end VxBlock System 1000 deployment.

ProDeploy Plus for VxBlock System, Cabinet Install

This service:

- Provides physical installation of a VxBlock 1000 System converged infrastructure solution on a per-cabinet basis at the Customer location.

- Is designed to help align scalability, flexibility, and cost savings when deploying a converged system.

This service is performed at the Customer location and provides a single physical rack installation for VxBlock 1000. Sell this service in multiples for multi-rack deployments.

This service can also be purchased in conjunction with the following Dell services to complete the VxBlock deployment:

- *ProDeploy Plus for VxBlock System, Onsite Logical Configuration Survey and Site Survey* to perform the Logical Configuration and Site Survey at the Customer location.

- *ProDeploy Plus for VxBlock System, Remote Logical Configuration Survey and Site Survey– Remote*.

- *ProDeploy Plus for VxBlock System, Base Logical Configuration to perform the logical configuration in the factory.*

- *ProDeploy Plus Add-On for VxBlock System, Cabinet Logical Configuration* to perform logical configuration for additional racks in the factory.

- *ProDeploy Plus for VxBlock System, One Cabinet Base Deploy* to perform the field deployment of the VxBlock.

- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy* to perform the field deployment of a two rack VxBlock.

- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy* to perform the field deployment of a 3 or more rack VxBlock.

Together, these services together will complete the end-to-end VxBlock 1000 deployment.

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 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

DT Services personnel or authorized agents ("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.

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

	ProDeploy Plus for VxBlock System		
Scope Quantities	**ProDeploy Plus for VxBlock System - One Cabinet Base Deploy**	**ProDeploy Plus for VxBlock System - Two Cabinet Base Deploy**	**ProDeploy Plus for VxBlock System - Three plus Cabinet Base Deploy**
Number of Cabinets	1	2	3

During this part of the service, DT Services:

	ProDeploy Plus for VxBlock System		
Scope Tasks	**ProDeploy Plus for VxBlock System - One Cabinet Base Deploy**	**ProDeploy Plus for VxBlock System - Two Cabinet Base Deploy**	**ProDeploy Plus for VxBlock System - Three plus Cabinet Base Deploy**
Prepares the project deliverables to include design and end-state documentation for the deployed Dell System.	✓	✓	✓
Obtains the business and IT requirements, goals, expectations, and success parameters associated with the engagement.	✓	✓	✓
Performs VxBlock System installation, completing cabling, powering on each VxBlock cabinet, and connecting to customer network.	✓	✓	✓

Scope Tasks	ProDeploy Plus for VxBlock System		
	ProDeploy Plus for VxBlock System - One Cabinet Base Deploy	ProDeploy Plus for VxBlock System - Two Cabinet Base Deploy	ProDeploy Plus for VxBlock System - Three plus Cabinet Base Deploy
Completes validation and configuration of all Dell System components against customer-supplied Logical Configuration Survey (LCS).	✓	✓	✓
Completes validation of Cisco Intersight management platform, if applicable.	✓	✓	✓
Integrates the Dell System into the customer's core network. For NSX Deployment, perform the following network integration:	✓	✓	✓
Performs onboarding of Converged System into CloudIQ monitoring and reporting environment.	✓	✓	✓
Completes and delivers the System Configuration Report (SCR).	✓	✓	✓
Completes and delivers the *Test Plan*.	✓	✓	✓

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

Scope Quantities	ProDeploy Plus for VxBlock System	
	ProDeploy Plus for VxBlock System - Onsite Logical Configuration Survey and Site Survey	ProDeploy Plus for VxBlock System - Remote Configuration Survey and Site Survey
Number of Cabinets	1	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus for VxBlock System	
	ProDeploy Plus for VxBlock System - Onsite Logical Configuration Survey and Site Survey	ProDeploy Plus for VxBlock System - Remote Configuration Survey and Site Survey
Performs site survey workshop, review and obtains approval.	✓	✓
Performs Logical Configuration Workshop and obtains approvals.	✓	✓
Performs manufacturing review and approval.	✓	✓
Finalizes project documentation and submits to Logical Build Engineering.	✓	✓

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ProDeploy Plus for VxBlock System - Cabinet Install

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

Scope Quantities	ProDeploy Plus for VxBlock System - Cabinet Install
Number of Cabinets	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus for VxBlock System - Cabinet Install
Performs site survey workshop, review and obtains approval.	✓
Performs Logical Configuration Workshop and obtains approvals.	✓
Performs manufacturing review and approval.	✓
Finalizes project documentation and submits to Logical Build Engineering.	✓
Performs pre-logical build and implementation planning.	✓
Validates deliverables and requirements prior to commencement of the service.	✓
Performs logical configuration for VxBlock cabinet.	✓
Configures the Intelligent Physical Infrastructure (IPI) appliance.	✓
Configures physical network components.	✓
Configures compute environment.	✓
Configures VMware virtualization components.	✓
Secures latest version of logical build standard documentation.	✓
Ensures all logical configuration activities are completed by the assigned resource.	✓
Resolves all issues found during logical configuration and updates the checklist including non-standard configurations within notes section of the checklist.	✓
Prepares the project deliverables to include design and end-state documentation for the deployed Dell System.	✓
Obtains the business and IT requirements, goals, expectations, and success parameters associated with the engagement.	✓
Performs VxBlock 1000 cabinet installation.	✓
Confirms the site requirements.	✓
Verifies system physical configuration against the Logical Configuration Survey.	✓
Prepares the VxBlock System for final installation	✓

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Scope Tasks	ProDeploy Plus for VxBlock System - Cabinet Install
Completes multi-cabinet cabling as required per the Logical Configuration Survey.	✓
Performs VxBlock System installation, completing cabling, powering on each VxBlock cabinet, and connecting to customer network.	✓
Completes validation and configuration of all Dell System components against customer-supplied Logical Configuration Survey (LCS).	✓
Integrates the Dell System into the customer's core network. For NSX Deployment, perform the following network integration:	✓
Completes and delivers the System Configuration Report (SCR).	✓
Completes and delivers the *Test Plan*.	✓

ProDeploy Plus for VxBlock System - Base Logical Configuration

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

Scope Quantities	ProDeploy Plus for VxBlock System - Base Logical Configuration
Number of Cabinets	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus for VxBlock System - Base Logical Configuration
Performs pre-logical build and implementation planning.	✓
Validates deliverables and requirements prior to commencement of the service.	✓
Configures the Intelligent Physical Infrastructure (IPI) appliance.	✓
Configures physical network components.	✓
Configures Storage Area Network (SAN) components.	✓
Configures any one (1) storage array.	✓
Configures compute environment.	✓
Configures VMware virtualization components.	✓
Configures Cisco Intersight management platform, if applicable.	✓
Secures latest version of logical build standard documentation.	✓
Ensures all logical configuration activities are completed by the assigned resource.	✓
Resolves all issues found during logical configuration and updates the checklist including non-standard configurations within notes section of the checklist.	✓

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Project Management

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.

30 Day Post-Deployment Configuration Assistance

For up to 30 days after the deployment date, DT Services will provide remote configuration assistance for the purchased Supported Products and components included with this Service. If you have configuration questions after the DT Services 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

Customers who purchase the Services for use with select Supported Products may receive DT Services 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 Technologies Education Services ("Dell"). Training courses are offered in a variety of formats: On-Demand training, Virtual Classroom training and Live Classroom training at a location open to any customer or at a customer site. A list of available training courses can be found at https://www.dell.com/en-us/dt/services/education-services.htm.

Training Credits should be redeemed in the country in which they are purchased but may also be redeemed outside the country in which they are purchased on a case by case basis as determined by Dell. In order to redeem Training Credits outside the country in which they are purchased, contact Dell Technologies Education Services or your sales representative.

The duration of the term during which you can use the Training Credits to purchase Dell Technologies Education Services training courses is twelve (12) months from the date of your purchase of the Training Credits. All training courses redeemed against the Training Credits must be scheduled and delivered prior to expiration of your applicable 12-month period from the date of purchase of the Services on the Order Form, except to the extent applicable law requires otherwise. After you purchase your Training Credits, Dell will provide a monthly balance report of your Training Credits and a 90-day notice for any expiring Training Credits. If you have questions about the expiration of your Training Credits, contact Dell or your sales representative. Dell's obligations to provide Dell Technologies 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 Technologies Education Services training. If the Training Credits expire, you will not receive a refund for the purchase of the Training Credits.

Your purchase of Training Credits may be used for training provided by Dell Technologies Education Services, and in some limited instances for certain third-party training. Contact Education Services or your sales representative for more information about qualifying third party training offerings.

Deliverables

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

- *Test Plan* available at Dell Technical Resource Center (https://docs.delltechnologies.com).
- System Configuration Report (SCR).

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 DT Services liability 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.

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- 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 https://www.dell.com/support/ 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 responsible 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.

Additional Customer Responsibilities. The following are additional responsibilities of the 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 workstation(s) to enable access to the software identified in this document.

- 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.

- 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.

- Supply DT Services with a list of all Customer-provided hardware to be used in the implementation to verify the equipment conforms to the Support Matrix and applicable Compatibility Matrixes.

- 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 (as required) implementation of communications infrastructure and components.

- Provide technical support for implementation teams, all vendors, and third parties as necessary.

- 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.

- 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.

- Maintain the properly configured hardware/operating system platform to support the Services and prepare a properly configured server prior to the commencement of Services.

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- Obtain licenses and related maintenance support under separate contract for any necessary Dell products before the commencement of Services.
- Allow DT Services to post any documents necessary to provide Services in compliance with the law at any site at which Services are performed.
- Manage site facility preparation, including but not limited to cabling, HVAC, and power.
- Ensure any site-specific and/or site-to-site network infrastructure required is in place and operational.
- Manage all internal change control procedures and documentation including coordination with application and business owners.
- Make reasonable facilities accommodations for the Dell project team for engagement activities that occur at the installation location. These accommodations will include a desk/cubicle, voice telephone, Internet access, and shared access to laser printer, copier, fax, and conference room facilities.
- Provide at least one (1) technical contact with system administration responsibilities and appropriate system/information access privileges.
- Complete questionnaires supplied by Dell Technologies within required timelines.

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 DT Services invoice to use the Services described herein ("**Services Period**"). The Services shall automatically expire on the last day of the Service Period, unless otherwise agreed to 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 Dell Technologies 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 services 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, Services Provider and the Customer agree that Services

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 Services Provider's receipt and approval of the Customer's purchase order.

Customer authorizes Services 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 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, 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, 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

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Technologies to Customer in the performance of 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 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 Dell Technologies confidentiality obligations 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 Dell Technologies invoices in full and in the same currency as the Dell Technologies invoice within thirty (30) days after the date of 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 Dell Technologies net income. If Customer is required to withhold taxes, then Customer will forward any withholding receipts to Dell Technologies at tax@dell.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. Dell Technologies entire liability and Customer's sole remedy for Dell Technologies failure to so perform shall be for Dell

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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 <u>LIMITATIONS OF LIABILITY</u>. DELL TECHNOLOGIES TOTAL LIABILITY 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 DELL TECHNOLOGIES INTELLECTUAL PROPERTY RIGHTS, 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 <u>Miscellaneous</u>. 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 Plus Add-On for VxBlock or VxFlex Customer Cabinet

This service:

- Provides an implementation option for Customers who have custom data center cabinet requirements for a VxBlock System or VxRack System ("Dell System").

- Includes cabinet planning, implementation, testing, and having the Dell System transferred into the Customer environment upon arrival. The Customer cabinet must be pre-approved by Dell Technologies before this service is ordered.

- Allows for the situation where a Customer has data center cabinet requirements different than the standard Dell System cabinets, for example, a co-location data center.

- Is delivered as a fully managed project and is performed after the Dell System completes the Dell Technologies manufacturing process and is shipped to the Customer location. After the service is completed, the Dell System is ready for standard deployment and implementation activities.

- Adds additional Customer Service Engineer (CSE) time to the applicable design and implementation services.

This service can only be purchased as an add-on to one of the following Dell services and cannot be purchased as a standalone service:

- *ProDeploy Plus for VxBlock System, One Cabinet Base Deploy*
- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy*
- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy*

This service caters to activities for one (1) cabinet only. For multiple cabinet systems, each cabinet requires its own add-on service.

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.

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock or VxFlex Customer Cabinet
Number of Cabinets	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock or VxFlex Customer Cabinet
Performs site survey workshop, review and obtains approval.	✓
Performs Logical Configuration Workshop and obtains approvals.	✓
Performs manufacturing review and approval.	✓
Finalizes project documentation and submits to Logical Build Engineering.	✓
Performs pre-logical build and implementation planning.	✓
Validates deliverables and requirements prior to commencement of the service.	✓
Performs logical configuration for VxBlock cabinet.	✓
Configures the Intelligent Physical Infrastructure (IPI) appliance.	✓
Configures physical network components.	✓
Configures Storage Area Network (SAN) components.	✓
Configures compute environment.	✓
Configures VMware virtualization components.	✓
Secures latest version of logical build standard documentation.	✓
Ensures all logical configuration activities are completed by the assigned resource.	✓
Resolves all issues found during logical configuration and updates the checklist including non-standard configurations within notes section of the checklist.	✓
Prepares the project deliverables to include design and end-state documentation for the deployed Dell System.	✓
Obtains the business and IT requirements, goals, expectations, and success parameters associated with the engagement.	✓
Performs VxBlock 1000 cabinet installation.	✓
Confirms the site requirements.	✓
Verifies system physical configuration against the Logical Configuration Survey.	✓
Prepares the VxBlock System for final installation	✓
Completes multi-cabinet cabling as required per the Logical Configuration Survey.	✓
Performs VxBlock System installation, completing cabling, powering on each VxBlock cabinet, and connecting to customer network.	✓

Scope Tasks	ProDeploy Plus Add-On for VxBlock or VxFlex Customer Cabinet
Completes validation and configuration of all Dell System components against customer-supplied Logical Configuration Survey (LCS).	✓
Integrates the Dell System into the customer's core network. For NSX Deployment, perform the following network integration:	✓
Completes and delivers the System Configuration Report (SCR).	✓
Completes and delivers the *Test Plan*.	✓

ProDeploy Plus Add-On for VxBlock or VxFlex Site Ready Assessment

This service:

- Evaluates seven aspects of required physical infrastructure at one planned data center installation location for Dell converged infrastructure systems to determine whether the location is physically ready to support proper installation and configuration of the Dell Systems.

- Provides a 40GE network assessment at the Installation Location if the Customer has Cisco ACI-ready Nexus 40GE switches in their Dell Systems and intends to use the 40GE capability.

- Is appropriate as a first step after the purchase of Dell Systems. The Service provides Dell Technologies expertise in data center facilities management to facilitate the smooth, efficient, and successful deployment and operations of Dell Systems.

Each VxBlock System requires its own STR entry in the EDGE quoting system even though systems may coexist at the same data center location.

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock or VxFlex Site Ready Assessment
Number of Cabinets	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock or VxFlex Site Ready Assessment
Performs site survey workshop, review and obtains approval.	✓
Performs Logical Configuration Workshop and obtains approvals.	✓
Performs manufacturing review and approval.	✓
Finalizes project documentation and submits to Logical Build Engineering.	✓
Performs pre-logical build and implementation planning.	✓
Validates deliverables and requirements prior to commencement of the service.	✓

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ProDeploy Plus Add-On for VxBlock System - DJL2 Deploy

This service:

- Provides the final configuration and validation when deploying disjoint layer 2 (DJL2) networks upstream of Cisco UCS with a VxBlock converged infrastructure system.

- Is performed at the Customer location.

- Provides configuration and validation of DJL2 for UCS domain. Design of the DJL2 networks must be completed as part of the planning and design or deployment base service.

This service can be purchased in multiples depending on the Customer's need. A single service can cover validation of DJL2 networks for up to two (2) pairs of virtual port channels.

This service cannot be purchased on standalone and must be purchased with one of the following Dell services:

- *ProDeploy Plus for VxBlock System, One Cabinet Base Deploy*

- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy*

- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy*

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock System - DJL2 Deploy
Number of VxBlock System	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock System - DJL2 Deploy
Validates licensing required for disjointed layer 2 UCS domain.	✓
Performs disjointed layer 2 network integration.	✓
Verifies if network links are established successfully.	✓
Validates the host virtualization configuration for disjointed layer 2 domains.	✓

ProDeploy Plus Add-On for VxBlock System - ELM Deploy

This service:

- Implements vCenter Enhanced Linked Mode (ELM) based on the system configuration requirements.

- Provides resources to successfully plan for and complete the ELM configuration.

- Is delivered at the Customer location.

This service can be purchased in multiples depending on the Customer's need. This service cannot be purchased on its own and must be purchased with one of the following Dell services:

- *ProDeploy Plus for VxBlock System, One Cabinet Base Deploy*

- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy*

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- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy*

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock System - ELM Deploy
Number of VxBlock System	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock System - ELM Deploy
Performs Enhanced Linked Mode (ELM) planning.	✓
Confirms the site requirements.	✓
Validates deliverables and requirements prior to commencement of the service.	✓
Configures Enhanced Linked Mode (ELM).	✓
Deploys secondary Platform Services Controller (PSC) if required.	✓
Completes and delivers the System Configuration Report (SCR).	✓
Completes and delivers the *Test Plan*.	✓

ProDeploy Plus Add-On for VxBlock System - AMP Integration

This service:

- Provides the expertise to complete the deployment and integration of one (1) VxBlock System to the existing AMP environment.
- Is performed at the Customer location. The service validates connectivity of AMP to the associated VxBlock System.

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock System - AMP Integration
Number of VxBlock System	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock System - AMP Integration
Plans and estimates a schedule for the installation and/or configuration tasks for the Services.	✓

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Scope Tasks	ProDeploy Plus Add-On for VxBlock System - AMP Integration
Conducts a deployment review meeting.	✓
Validates site readiness for the deployment.	✓
Configures AMP Management platform to integrate a VxBlock system.	✓
Completes solution deployment validation.	✓
Registers the Customer to receive product alerts.	✓
Performs the tests in the *Test Plan*.	✓
Conducts a basic Knowledge Transfer.	✓

ProDeploy Plus Add-On for VxBlock System - Storage Deploy

This service:

- Provides the expertise to complete the system deployment of one (1) storage array above base one (1) for a VxBlock 1000 System in accordance with documented requirements provided by the Customer.
- Is performed at the Customer location. For the storage array, the service validates connectivity to the associated VxBlock converged infrastructure system.
- Is available only for new storage arrays purchased from the factory.

For the storage array, the service adds another storage array to a VxBlock System with multi-storage array configuration to expand the storage subsystem.

This service must be purchased with the corresponding logical configuration service, *ProDeploy Plus Add-On for VxBlock System, Storage Array Logical Configuration* to perform logical configuration for additional storage arrays in the factory.

This service must be purchased in conjunction with one of the following Dell services:

- *ProDeploy Plus for VxBlock System, One Cabinet Base Deploy*
- *ProDeploy Plus for VxBlock System, Two Cabinet Base Deploy*
- *ProDeploy Plus for VxBlock System, Three Plus Cabinet Base Deploy*

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock System - Storage Deploy
Number of Cabinets	1

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During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock System - Storage Deploy
Performs Project Management Executing & Controlling Phase Tasks following the current Dell Technologies Project & Program Management Methodology for CPSD Deployment & Implementation.	✓
Performs site readiness, validating all site requirements are met including:	✓
Verifies cabling, power, location, and connectivity.	✓
Verifies Customer uplink and network configurations.	✓
Verifies license is available from the Customer.	✓
Verifies Inter-rack switch configurations for the inter-rack connections.	✓
Validates the storage configuration, including: • Verifies SAN/Fabric Configuration. • Verifies Storage Array Microcode & Licenses. • Verifies Storage Array Health. • Verifies Storage Array Configuration. • Verifies any Mixed-Array configurations. • Verifies PowerPath Configuration.	✓
Verifies Secure Remote Service Configuration and Connectivity.	✓
Generates Array Configuration & Health Report.	✓
Validates Configuration Against LCS.	✓
Backs up Configuration Files.	✓

ProDeploy Plus Add-On for VxBlock System - Cabinet Logical

This service:

- Covers logical configuration in the factory for one (1) additional rack to be added to a VxBlock 1000 System converged infrastructure solution.
- Performs configuration of network, storage, compute and virtualization requirements detailed in the Logical Configuration Survey for the VxBlock System using Dell Best Practices and methodologies.

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock System - Cabinet Logical
Number of Cabinets	1

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During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock System - Cabinet Logical
Performs pre-logical build and implementation project planning.	✓
Validates pre-logical build deliverables and requirements prior to commencement of build.	✓
Performs logical configuration of one (1) VxBlock rack, including: • Intelligent Physical Infrastructure (IPI) Appliance. • Physical network components • Storage Area Network (SAN) components • Primary storage components for PowerMax, VMAX, Unity, PowerStore, XtremIO, and Isilon • Compute components • VMware virtualization component.	✓

ProDeploy Plus Add-On for VxBlock System - Storage Logical

This service:

- Provides the expertise to complete the logical configuration in the factory of one (1) storage array above base one (1) for a VxBlock System 1000 in accordance with documented requirements provided by the Customer.
- Is performed in the factory. For the storage array, the service configures connectivity to the associated VxBlock System 1000 converged infrastructure system.
- Is only available for new storage arrays purchased from the factory.
- Can be sold in multiples depending on the Customer need.

This service cannot be purchased standalone and must be purchased with *ProDeploy Plus for VxBlock System, Base Logical Configuration* to perform the logical configuration in the factory. Prerequisites of the base service applies to this service.

This service must be purchased with the corresponding field deployment service, *ProDeploy Plus Add-On for VxBlock System, Storage Array Deploy* to complete field deployment of each additional storage array for the VxBlock converged infrastructure system.

The service allows for the field deployment of one of the following storage arrays:

- PowerMax
- VMAX
- Dell Unity
- PowerStore
- XtremIO

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

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Scope Quantities	ProDeploy Plus Add-On for VxBlock System - Storage Logical
Number of Cabinets	1

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock System - Storage Logical
Configures the Intelligent Physical Infrastructure (IPI) appliance.	✓
Configures physical network components.	✓
Configures Storage Area Network (SAN) components.	✓
Configures any one (1) storage array.	✓
Configures compute environment.	✓
Configures VMware virtualization components.	✓
Secures latest version of logical build standard documentation.	✓
Ensures all logical configuration activities are completed by the assigned resource.	✓
Completes and delivers the System Configuration Report (SCR).	✓
Resolves all issues found during logical configuration and updates the checklist including non-standard configurations within notes section of the checklist.	✓

ProDeploy Plus Add-On for VxBlock NSX-T Data Center Logical

This service:

- Provides the expertise to complete the logical configuration of NSX-T Data Center servers to a VxBlock System in the Dell Technologies factory.
- Performs configuration of the VxBlock System for NSX-T Data Center software deployment.

This service must be purchased with the corresponding field deployment service, *ProDeploy Plus Add-On for VxBlock, NSX-T Data Center Deploy* to complete field deployment of NSX-T Data Center software deployment for the VxBlock converged infrastructure system.

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock NSX-T Data Center Logical
Number of VxBlock System	1
NSX-T Edge Hosts	16

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During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock NSX-T Data Center Logical
Configures logical build for servers.	✓
Validates operating system and firmware levels.	✓
Configures network components for VMware NSX-T Data Center.	✓
Configures Storage Area Network (SAN) components.	✓
Configures VMware virtualization components.	✓
Validates configuration against LCS.	✓
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.	✓

ProDeploy Plus Add-On for VxBlock NSX-T Data Center Deploy

This service:

- Provides the expertise to complete the deployment of NSX-T Data Center software for a VxBlock System in accordance with documented requirements provided by the Customer.
- Is performed at the Customer location.

This service must be purchased with the corresponding logical configuration service, *ProDeploy Plus Add-On for VxBlock, NSX-T Data Center Logical Configuration* to perform logical configuration of hardware components in the factory.

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

Scope Quantities	ProDeploy Plus Add-On for VxBlock NSX-T Data Center Deploy
Number of VxBlock System	1
NSX-T Edge Hosts to be configured	4

During this part of the service, DT Services:

Scope Tasks	ProDeploy Plus Add-On for VxBlock NSX-T Data Center Deploy
Validates that the equipment is on site at the appropriate location with power and cable requirements met.	✓
Deploys and configures VMware NSX-T Data Center Manager VMs.	✓

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Scope Tasks	ProDeploy Plus Add-On for VxBlock NSX-T Data Center Deploy
Deploys and configures VMware NSX-T Data Center Edge VMs and cluster.	✓
Configures compute environment.	✓
Configures and verifies that layer 3 routing between the NSX edge in the VxBlock System and the Customer data center network is operational.	✓
Performs the tests in the *Test Plan*.	✓
Conducts a basic Knowledge Transfer.	✓

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