

Service Brief

ProDeploy Plus for SRM

This Service is part of 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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Service Overview

This service installs and configures the SRM solution design in a small-sized environment and can be sold in multiples depending on the environment size. This service also includes collaborating with the customer to understand the application-to-storage dependencies, storage capacity utilization, and capacity monitoring and reporting to meet the customer's requirements.

Offer Structure

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

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

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

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

For additional information about specific add-on services, please review [Appendix A](#).

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.

Service Quantities for Discovery, Installation or Upgrade for ProDeploy Plus for SRM	SRM	
	Number of Components/Storage Packs	Number of Hosts
Physical Hosts SolutionPacks	1	
SRM Data Centers <ul style="list-style-type: none"> Window Hosts 	1	2
Amazon AWS	1	
Atmos	1	
Block Chargeback	1	
Brocade FC Switch	1	
Centera	1	
Cisco UCS	1	
Cisco MDS Nexus	1	
Data Protection Advisor	1	
Data Domain	1	
ECS	1	
Hitachi Device Managers	1	
Host Interface	1	
HP 3PAR StoreServ	1	
HP StorageWorks	1	
HPE Nimble	1	

Huawei Oceanstor	1	
IBM DS	1	
IBM FlashSystem		
IBM SAN Volume Controller/Storwize	1	
IBM XIV	1	
IDPA via DPA Solution Pack	1	
MicroSoft Hyper-V	1	
Microsoft SQL Server	1	
MS Azure	1	
NetApp Filer	1	
Oracle Database	1	
Oracle MySQL	1	
PowerFlex	1	
PowerScale	1	
PowerStore	1	
Pure Storage	1	
RecoverPoint	1	
SC Series	1	
SRM Health	1	
Storage Compliance	1	
Unity/VNX/VNXe	1	
ViPR Controller	1	
VMAX/PowerMax	1	
VMware vSphere & vSAN	1	
VPLEX	1	
VxRail	1	
XtremIO	1	

During this part of the service, DT Services:

- Conducts an SRM internal review meeting of the SOW.
- Gathers the requirements for SRM.
- Conducts the Customer site meetings to review requirements for SRM
- Performs planning and design for SRM, which includes:
- Planning the deployment of SRM.
- Determining how many configured items will be discovered in SRM prior to migration.
- Designing the SRM solution.
- Developing the Test Plan to validate the design.
- Developing the Visio Design for SRM.
- Validates the Customer environment requirements are met for deployment of SRM.
- Conducts a pre-implementation review and validation work, which includes:
- Conducts an implementation meeting.

- Completes a site validation.
- Performs the installation, configuration, and validation of the base software for SRM, which includes:
- Performs the vApp Host installation.
- Performs the physical host installation.
 - Configures the administration for SRM.
 - Prepares the UNIX hosts to meet the requirements for discovery.
 - Prepares the Windows hosts to meet the requirements for discovery.
 - Provides Operational Readiness, which includes:
 - Configures Dell SupportAssist.
 - Completes and delivers the Test Plan.
 - Conducts a basic Knowledge Transfer.

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.

Deliverables

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

- Deployment verification

Services Scope Changes

Any changes to the Services, the schedule, charges or this document must be mutually agreed upon by DT Services and the Customer in writing. Depending on the scope of such changes, DT Services may require that a separate Statement of Work detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms, be executed by the parties. Either party may request a change in scope by completing the Change Order Form provided by the Project Manager.

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

Service Exclusions

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

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

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

- All ProDeploy and ProDeploy Plus services have a planning component. This is designed to gather information about the Customer environment so that successful integration and deployment may take place. It is NOT a substitute for strategic assessment or design services. Those consultative services may be purchased from Dell separately.
- Activities related to the existing customer data center environment such as de/installation, re/configuration, connection, troubleshooting, etc.
- Custom scripting, coding, performance tuning or optimization.
- Installation, configuration, or migration of any applications, web technologies, databases, virtualized networking, or other software except when explicitly described in the Project Scope above.
- Migrations or movement of Physical to Virtual or Virtual to Virtual compute systems other than those explicitly described in the Project Scope above.
- Data or Application migrations to/from unsupported products, remote data centers, to non-Dell Technologies products.
- Physical installation of computer components such as memory cards, internal storage devices, expansion cards into non-Dell Technologies products.
- Installation or configuration of unsupported products. All Dell- and Customer-supplied components will be validated as supported or not during the planning process. Note that in some instances, Dell may provide guidance for installation and configuration of non-supported products to be completed by the Customer.
- Routing of cabling (Network, Power, or Fibre) between racks, or through walls, ceilings, floors, or between rooms.
- Racking of dense or heavy enclosures higher than 21u in a rack or mounting of enclosures higher than the 44u position in any rack.
- Connection to Direct Current power supplies. A qualified electrician must perform all connections to DC power and to safety grounds.
- This document does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as 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) 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), if the system does not already include these items.

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

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

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

DT Services 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.

ThirdParty 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 the additional responsibilities of Customer:

- 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.
- Provide a test environment to test responses to both planned and unplanned events as stated in the Test Plan.
- Ensure that Customer completes the provided pre-deployment checklist for the SRM.
- Provide DT Services with an operational UniSphere environment.
- Ensure that Customer has proper ports open for SRM installation.
- Provide at least one technical contact with system administration responsibilities and appropriate levels of access privileges to systems and information necessary to perform this service.
- Complete pre-deployment Checklists that DT Services will provide, for tasks that need to be completed prior to DT Services involvement and/or arrival on site, as applicable.
- Provide access to the internet to download the software for the deployment.
- Provide DT Services with an operational SMC and SPA environment.
- Provide DT Services with gatekeepers assigned to hosts for Solution Enabler for array discovery.
- Ensure that the firewall ports required for Service delivery are open.
- Provide DT Services with reasonable access to Customer's functional, technical, and business staff as necessary perform the Services. DT Services recognizes that Customer's staff is dedicated to the daily operations of the facilities, and will use reasonable efforts to limit the demands on Customer's staff to the best of its ability.
- Provide DT Services engineers with complete keyboard access.
- Provide root (UNIX platforms) and/or Administrator (Windows platforms) access, as applicable, to DT Services engineers to all servers where components are to be configured. User accounts that allow root or Administrator access must be created prior to DT Services arriving on site.
- Provide a test environment to test responses to both planned and unplanned events as stated in the Test Plan.
- Completes the provided pre-deployment checklist for the SRM.
- Provide DT with an operational UniSphere environment.
- Make sure the proper ports are open for SRM installation.
- Provide at least one technical contact with system administration responsibilities and appropriate levels of access privileges to systems and information necessary to perform this service.
- Complete the DT-provided pre-deployment Checklists for tasks that need to be completed prior to DT involvement and/or arrival on site, as applicable.
- Provide DT with an operational SMC and SPA environment.
- Provide DT with gatekeepers assigned to hosts for Solution Enabler for array discovery.
- Ensure that the firewall ports required for Service delivery are open.
- Provide DT Services personnel with complete keyboard access.
- Provide root (UNIX platforms) and/or Administrator (Windows platforms) access, as applicable, to DT personnel to all servers where components are to be configured. User accounts that allow root or Administrator access must be created prior to DT Services arriving on site.

Fixed Bid Service Fee and Invoicing 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 (“**Service Period**”). The Services shall automatically expire on the last day of the Service Period, unless otherwise agreed by DT Services. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services.

Dell business hours are Monday through Friday (8:00am to 6:00pm 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 ProDeploy and ProDeploy Plus 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 onsite and/or offsite delivery of the Services. If the Customer requires a different delivery model, the charges, expenses, scope of work and/or schedule are subject to modification in accordance with the “Services Scope Changes” section in this document. If the Customer does not authorize such change(s) in accordance with the “Services Scope Changes” section, Service Provider and the Customer agree that Service Provider’s standard delivery model will apply for the Services. (Not applicable to U.S. Government or U.S. State engagements that preclude the use of offsite delivery of services.)

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

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

Dell Technology 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 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 Technologies to, at its option, (i) correct such failure, and/or (ii) terminate this document and refund that portion of any fees received that correspond to such failure to perform. **EXCEPT AS EXPRESSLY STATED IN THIS WARRANTY SECTION, AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, Dell Technologies (INCLUDING ITS SUPPLIERS) MAKES NO OTHER EXPRESS WARRANTIES, WRITTEN OR ORAL, AND DISCLAIMS ALL IMPLIED WARRANTIES. INsofar AS PERMITTED UNDER APPLICABLE LAW, ALL OTHER WARRANTIES ARE SPECIFICALLY EXCLUDED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT, AND ANY WARRANTY ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING OR PERFORMANCE, OR USAGE OF TRADE.**

1.6 **LIMITATIONS OF LIABILITY**. 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 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.

Diversions contrary to US law, including US export laws is expressly prohibited. This document shall be governed by the laws of the Commonwealth of Massachusetts for transactions taking place in the United States and the country in which the Dell Technologies entity is located for transactions taking place outside of the United States, excluding any conflict of law rules. The U.N. Convention on Contracts for the International Sale of Goods does not apply.

Appendix A – Supplemental Deployment Services

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

ProDeploy Plus Add-on for SRM, Storage Configuration Management

This service addresses Customer's storage management reporting requirements. It provides visibility for storage configuration changes and compliance reporting across the storage environment. This service helps the Customers quickly understand the vast number of configuration changes by department or site, allowing them to remain compliant with software and hardware ensuring that they maintain their own best practices.

During this part of the service, DT Services:

- Performs project planning.
- Holds Customer Kick-off meeting.
- Performs project preparations.
- Verifies the deployment platform is ready for installation.
- Completes and Sign-Off Data Enrichment CSV Template.
- Reviews the CSV Templates for Accuracy/Logic/Errors Validates Environment against the CSV data.
- Confirms format and scope of User Acceptance and validates the Deployed Reports against the Test Plan.
- Performs installation and configuration.
- Installs and configures Unified collectors (if needed).
- Installs and configures data enrichment collectors.
- Identifies configures Array Operating Environment Target Revision.
- Identifies and configures Switch Operating Environment Target Revision.
- Identifies and configures HBA Firmware Target Revision.
- Installs reports.
- Conducts First Level Validation of Deployed Reports.
- Performs Report Distribution and Scheduling.
- Schedules Configuration and Compliance Reports.
- Validates the Deployed Reports against the Test Plan.
- Reviews reports with Customer Ensuring needs are met.
- Conducts Functional Overview.
- Trains up to two users to access and run reports.
- Registers the Customer to Receive Product Advisories.
- Finalizes project deliverables.
- Delivers the Functional Overview.
- Reviews the Basic Operations, Configuration, and Extended Features that are Part of the Implementation.

ProDeploy Plus Add-on for SRM, Storage and Application Capacity Trends Reporting

This service addresses Customer's application capacity trends reporting requirements. It provides visibility across the storage infrastructure by creating a custom automated suite of dashboards and reports for Customer's end-to-end capacity usage on application to storage arrays.

During this part of the service, DT Services:

- Performs project planning.
- Holds Customer Kick-off meeting.
- Performs project preparations.
- Verifies the Deployment Platform is ready for installation.
- Completes and Sign-Off Data Enrichment CSV Template.
- Reviews the CSV Templates for Accuracy/Logic/Errors.
- Validates Environment against the CSV Data.
- Confirms format and scope validates the Deployed Reports against the Test Plan.
- Performs installation and configuration.
- Installs and configures Unified collectors (if needed).
- Installs and configures data enrichment collectors.
- Installs custom configuration for SRM Storage and Application Capacity Trends Reports.
- Conducts First Level Validation of Deployed Reports.
- Performs report distribution and scheduling.
- Schedules Capacity Planning Reports.
- Performs validation on the Deployed Reports against the Test Plan.
- Reviews reports with the Customer ensuring needs are met.
- Validates the deployed reports against the Test Plan.
- Registers the Customer to receive Product Advisories.
- Finalizes project deliverables.
- Delivers the Functional Overview.
- Reviews the Basic Operations, Configuration, and Extended Features that are Part of the Implementation.

ProDeploy Plus Add-on for SRM, SLA Achievement Reporting

This service addresses Customer's application availability reporting requirements. It provides visibility across the storage infrastructure by creating a custom automated suite of dashboards and reports for Customer's service and application availability and throughput.

During this part of the service, DT Services:

- Performs project planning.
- Holds Customer Kick-off meeting.
- Performs project preparations.
- Verifies that Deployment Platform is ready for installation.
- Completes and Signs-Off Data Enrichment CSV Template.

- Reviews the CSV Templates for Accuracy/Logic/Errors.
- Validates environment against the CSV Data.
- Confirms Format and Scope of User Acceptance and Validates the Deployed Reports against the Test Plan.
- Performs installation and configuration.
- Installs and configures Unified collectors (if needed).
- Installs and configures data enrichment collectors.
- Installs Custom Configuration for SRM Storage and Application Capacity Trends Reports.
- Installs Custom Summary Capacity Management Dashboard.
- Performs Report Distribution and Scheduling.
- Schedules Capacity Planning Reports.
- Performs Report Distribution and Scheduling.
- Schedules Configuration and Compliance Reports.
- Performs validation on the Deployed Reports Against the Test Plan.
- Reviews Reports with Customer Ensuring Needs are Met.
- Validates the deployed reports against the Test Plan.
- Registers the Customer to Receive Product Advisories.
- Finalizes Project Deliverables.
- Delivers the Functional Overview.
- Reviews the Basic Operations, Configuration, and Extended Features that are Part of the Implementation.

ProDeploy Plus Add-on for SRM, Reporting Design

This service provides a best practices consultative service to define report requirements for customers using SRM and Monitoring and Reporting (M&R). The service validates the customer's report design goals and is consultative and comprehensive. The service provides an Executive Summary and sample reports that define the exact reports needed for the customer. DT personnel or authorized agents perform the service that can take as long as 40 hours.

During this part of the service, DT Services:

- Performs Project Planning.
- Holds Customer Kick-off Meeting.
- Conducts an Implementation Review Meeting and Validation Work.
- Performs Implementation Validation and Readiness.
- Interviews Customer Team to Determine Existing Environment.
- Performs Data Analysis Phase.
- Analyzes Use Cases and Customer Data Capabilities.
- Defines the Environment to Determine Overall Scope and Level of Effort (LOE).
- Performs Gap Analysis of Existing Reports in SolutionPacks to Determine any Desired Metrics in Custom Report(s).
- Conducts Review of Data Capability Components.
- Reviews the Data Analysis with the Customer.
- Obtains Customer Agreement with Data Analysis.
- Performs Report Design.

- Analyze Use Cases and Customer's Data Capability.
- Reviews Final Design.
- Reviews Environment Documentation and Custom Report Mock-Ups with the Customer.
- Obtains Customer Agreement for Custom Reporting Solution at the Conclusion of the Meeting.
- Registers the Customer to Receive Product Advisories.
- Finalizes Project Deliverables.
- Delivers the Functional Overview.

ProDeploy Plus Add-on for SRM, Performance Trending and Reporting

This service addresses Customer's performance trends reporting requirements. It provides visibility for performance alerting and reporting across the storage environment. This service helps customers quickly understand performance and usage metrics, allowing them to identify and resolve issues through a single pane of glass.

During this part of the service, DT Services:

- Performs Project Planning.
- Holds Customer Kick-off Meeting.
- Performs Project Preparations.
- Verifies the Deployment Platform is ready for Installation.
- Completes and Sign-Off Data Enrichment CSV Template.
- Reviews the CSV Templates for Accuracy/Logic/Errors.
- Validates Environment against the CSV Data.
- Confirms format and scope of User Acceptance and validates the Deployed Reports against the Test Plan.
- Performs Installation and Configuration.
- Installs and configures Unified collectors (if needed).
- Installs and Configures Data enrichment collectors.
- Installs Custom Configuration for SRM Storage and Application Capacity Trends Reports.
- Configures performance thresholds
- Conducts First Level Validation of Deployed Reports.
- Performs Report Distribution & Scheduling.
- Schedules Capacity Planning Reports.
- Validates the Deployed Reports against the Test Plan.
- Reviews Reports with Customer Ensuring Needs are met.
- Validates the Deployed Reports Against the Test Plan.
- Registers the Customer to Receive Product Advisories.
- Finalizes Project Deliverables.
- Delivers the Functional Overview.

ProDeploy Plus Add-on for SRM, Operational Readiness

This service provides one week of Operational Readiness to the deployment for SRM fixed services, a Functional Overview of the deployed software, and validates that SRM is ready to use and fully functional. This service can

only be sold as an add-on to the following services: Introductory Deployment for SRM (PS-BAS-SRMIIMP) and Standard Deployment for SRM (PS-BAS-SRMSIMP).

During this part of the service, DT Services:

- Performs project planning.
- Performs SRM Operational Assurance Activities.
- Performs the installation and configuration of the base hardware for Atmos.
- Demonstrates SRM functionality.
- Configures role-based Visibility (AD/LDAP integration).
- Registers the Customer to receive Product Advisories.
- Registers the Customer to receive product alerts.
- Completes and delivers the Test Plan.

ProDeploy Plus Add-on for SRM, Data Protection Compliance

This service addresses Customer's data protection reporting requirements. It provides visibility for application replication and business continuance reporting across the storage environment. This service helps Customers quickly understand application replication vulnerability for department or site, allowing them to understand their replication risk and needs.

During this part of the service, DT Services:

- Performs project planning.
- Holds Customer Kick-off meeting.
- Performs project preparations.
- Verifies that deployment platform is ready for installation.
- Completes and Signs-Off CSV Template.
- Reviews the CSV Templates for Accuracy/Logic/Errors.
- Confirms Format and Scope of UAT.
- Performs Installation and Configuration.
- Installs and configures Data Enrichment Collectors.
- Installs Reports.
- Conducts First Level Validation of Deployed Reports.
- Performs Report Distribution and Scheduling.
- Schedules Data Protection Report.
- Validates the Deployed Reports against the UAT Test set.
- Registers the Customer to receive Product Advisories.
- Finalizes Project Deliverables.
- Delivers the Functional Overview.

ProDeploy Plus Add-on for SRM, Application Chargeback Reporting

This service is designed to address Customer's storage chargeback reporting requirements. It provides visibility across the storage infrastructure by creating a custom automated suite of dashboards and reports that provide end-

to-end usage metrics from host to storage device. This service helps configure the chargeback use cases for SRM, enabling the Customer to gain more value from the product in a faster timeframe.

During this part of the service, DT Services:

- Performs project planning.
- Holds Customer Kick-off meeting.
- Performs project preparations.
- Verifies that deployment platform is ready for installation.
- Completes and signs-Off Chargeback CSV Template.
- Reviews the CSV Templates for Accuracy/Logic/Errors.
- Validates environment against the CSV data.
- Confirms format and scope of Test Plan and completes a site Validation.
- Performs installation and configuration.
- Installs and configures Unified Collectors.
- Installs and configures Data Enrichment Collectors.
- Installs custom Configuration for SRM Application Chargeback Reports.
- Installs custom Block High Level View Report.
- Installs custom Block Detailed Report.
- Conducts first level Validation of Deployed Reports.
- Performs Report Distribution and Scheduling.
- Schedules Chargeback Planning Reports.
- Validates the Deployed Reports against the Test Plan.
- Reviews reports with Customer ensuring needs are met.
- Validates the Deployed Reports against the Test Plan.
- Registers the Customer to receive Product Advisories.
- Finalizes project deliverables.
- Delivers the Functional Overview.

ProDeploy Plus for Monitoring and Reporting

This service provides comprehensive performance monitoring and reporting for Unity storage arrays. Dell Technologies Professional Services personnel install and configure Monitoring and Reporting for Unity software to monitor and report on Unity, VNX, VNXe, and storage arrays. You must sell this service with a base service that installs and implements a new Unity, VNX, and VNXe storage arrays.

- Performs project planning.
- Performs Planning and Design for Monitoring and Reporting Essentials.
- Performs Validation of Implementation Readiness for Monitoring and Reporting Essentials.
- Gather Customer Site Information for Monitoring and Reporting Essentials.
- Performs Installation Monitoring and Reporting Essentials Software.
- Performs Configuration of Monitoring and Reporting Essentials Software.
- Performs Configuration of Reports for Monitoring and Reporting Essentials.

- Registers the Customer to receive Product Advisories.
- Performs Functional Overview.
- Reviews Monitoring and Reporting Essentials.
- Finalizes project deliverables.
- Delivers the Functional Overview.

ProDeploy Plus for SRM Upgrade

This service provides comprehensive planning, scheduling, and validation for an upgrade of an existing small-sized SRM to the current version of SRM. This service is applicable and currently limited to customer environments that include the following:

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

- Number of Physical Hosts SolutionPacks: 1
- Number of Amazon AWS SolutionPacks: 1
- Number of Atmos SolutionPacks: 1
- Number of Brocade FC Switch SolutionPacks: 1
- Number of Block Chargeback SolutionPacks: 1
- Number of Cisco MDS/Nexus SolutionPacks: 1
- Number of Cisco UCS SolutionPacks: 1
- Number of Centera SolutionPacks: 1
- Number of Data Domain SolutionPacks: 1
- Number of Data Protection Advisor SolutionPacks: 1
- Number of ECS SolutionPacks: 1
- Number of Hitachi Device Managers SolutionPacks: 1
- Number of Host Interface SolutionPacks: 1
- Number of HP 3PAR StoreServ SolutionPacks: 1
- Number of HP StorageWorks SolutionPacks: 1
- Number of HPE Nimble SolutionPacks: 1
- Number of Huawei Oceanstor SolutionPacks: 1
- Number of IBM DS Series SolutionPacks: 1
- Number of IBM FlashSystem SolutionPacks: 1
- Number of IBM SAN Volume Controller/Storwize
- Number of IBM XIV SolutionPacks: 1
- Number of IDPA via DPA SolutionPacks: 1
- Number of MicroSoft Hyper-V SolutionPacks: 1
- Number of Microsoft SQL Server SolutionPacks: 1
- Number of MS Azure SolutonPacks: 1
- Number of NetApp Filer SolutionPacks: 1
- Number of Oracle Databases SolutionPacks: 1
- Number of Oracle MySQL SolutionPacks: 1

- Number of PowerFlex SolutionPacks: 1
- Number of PowerScale SolutionPacks: 1
- Number of PowerStore SolutionPacks: 1
- Number of Pure Storage SolutionPacks: 1
- Number of RecoverPoint SolutionPacks: 1
- Number of SC Series SolutionPacks: 1
- Number of SRM Health SolutionPacks: 1
- Number of Storage Compliance SolutionPacks: 1
- Number of Unity/VNX/VNXe SolutionPacks: 1
- Number of ViPR Controller SolutionPacks: 1
- Number of VMAX/PowerMax SolutionPacks: 1
- Number of VMware vSphere and vSAN SolutionPacks: 1
- Number of VPLEX SolutionPacks: 1
- Number of VxRail SolutionPacks: 1
- Number of XtremIO SolutionPacks: 1

During this part of the service, DT Services:

- Performs data gathering to examine the environment to prepare for upgrade.
- Conducts the Customer site meetings to review requirements for SRM.
- Plans the upgrade of the SRM.
- Determines the engagement process and schedule.
- Assesses the environment to determine if additional hardware resources are needed.
- Plan for additional Software Installation for SRM Suite-based Sizing.
- Performs the upgrade of SRM.
- Conducts Pre-Upgrade Review and Validation.
- Performs Update of SRM.
- Updates the SRM Hosts.
- Physical Hosts SolutionPack.
- Prepares the UNIX hosts to meet the requirements for discovery.
- Prepares the Windows hosts to meet the requirements for discovery.

Upgrade or Install any of the following SRM SolutionPacks and performing discovery of devices, data collection and validation:

- Amazon AWS SolutionPacks
- Atmos SolutionPacks
- Brocade FC Switch SolutionPacks
- Block Chargeback SolutionPacks
- Cisco MDS/Nexus SolutionPacks
- Cisco UCS SolutionPacks
- Centera SolutionPacks
- Data Domain SolutionPacks

- Data Protection Advisor SolutionPacks
- ECS SolutionPacks
- Hitachi Device Managers SolutionPacks
- Host Interface SolutionPacks
- HP 3PAR StoreServ SolutionPacks
- HP StorageWorks SolutionPacks
- HPE Nimble SolutionPacks
- Huawei Oceanstor
- IBM DS Series SolutionPacks
- IBM FlashSystem
- IBM SAN Volume Controller/Storwize
- IBM XIV SolutionPacks
- IDPA via DPA SolutionPacks
- MicroSoft Hyper-V SolutionPacks
- Microsoft SQL Server SolutionPack
- MS Azure SolutionPacks
- NetApp Filer SolutionPacks
- Oracle Databases SolutionPacks
- Oracle MySQL SolutionPacks
- PowerFlex SolutionPacks
- PowerScale SolutionPacks
- PowerStore SolutionPacks
- Pure Storage SolutionPacks
- RecoverPoint SolutionPacks
- SC Series SolutionPacks
- SRM Health SolutionPacks
- Storage Compliance SolutionPacks
- Unity/VNX/VNXe SolutionPacks
- ViPR Controller SolutionPacks
- VMAX/PowerMax SolutionPacks
- VMware vSphere and vSAN SolutionPacks
- VPLEX SolutionPacks
- VxRail SolutionPacks
- XtremIO SolutionPacks

ProDeploy Plus for Storage Monitoring and Reporting Upgrade

This service provides comprehensive performance monitoring and reporting for Unity storage arrays. Dell Technologies personnel install and configure Monitoring and Reporting for Unity software to monitor and report on Unity, VNX, VNXe, and storage arrays. You must sell this service with a base service that installs and implements a new Unity, VNX, and VNXe storage arrays. The PM effort for this service is limited.

Monitoring and Reporting software provides extensive reports to show the customer a real-time, historical, and projected visibility into the capacity and performance of storage arrays. DT personnel provide a Functional Overview of the software to review storage reports.

This service is applicable and currently limited to customer environments that include the following:

- Monitoring and Reporting for Unity.
- Existing SRM environments.

During this part of the service, DT Services:

- Meets with the customer to ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met by the customer, and provides the customer with a list of required or beneficial updates.
- Performs Environmental HealthCheck to identify versions.
- Validates Implemental Readiness for Storage Monitoring and Reporting Upgrade
- Performs Upgrade of Storage Monitoring and Reporting
- Configures SRM Software
- Performs Configuration of Reports for SRM
- Registers the Customer to receive Product Advisories.
- Finalizes project deliverables.
- Delivers the Functional Overview.

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