

# Service Description

## Dell WSM Five Day Onsite Installation Service

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### Introduction

This Dell WSM installation service (the "Service(s)") involves a five (5) day engagement at the Customer's site during which Dell will install your Dell WSM solution and perform basic knowledge transfer.

The 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 Technical Support or your sales representative.

### The Scope of This Service

As further described below, the Service involves implementation of the Dell WSM solution on physical or virtual servers, creation of Headquarters ("HQ") site, creation of linked sites, capturing images, creating packages, discovering Dell Wyse thin client endpoints, and hand-off knowledge transfer. The Service will be performed at one Customer site over a period of five (5) consecutive business days.

A Dell representative will contact the Customer to schedule this Service, allowing for at least a ten business day lead time prior to the start of the Service, based upon a mutually agreed to resource availability for both Dell and Customer. This Service will be provided, subject to Appendix A, during normal Dell business hours, Customer local time, Monday through Friday, excluding local, state, provincial and/or country holidays.

### Service SKUs

Canada and United States **SKU 968-9292**  
ICS WSM - Consulting 1 week onsite implementation services

### The key Service steps include

The Service will be provided in phases (as listed below) and includes the following features:

#### **1. Kickoff Meeting (Offsite)**

Dell, in conjunction with and with the cooperation of Customer, will work to finalize the following before the Dell Consultant arrive onsite:

- Finalize the work schedule and timeline
- Verify with Customer that the technical prerequisites listed below have been or will be completed by Customer prior to the start of the remote engagement (the "Technical Prerequisites"):



- Hardware is racked and has power
- Network and SAN, if applicable, is connected and remotely accessible
- All Active Directory, DHCP, PXE and DNS requirements, as outlined in the Technical Prerequisites document, have been completed
- Dell will provide the Technical Prerequisites template to Customer prior to the kickoff meeting for Customer to populate and present to Dell as required under this Paragraph 1

## **2. Conceptual Design (Onsite)**

- Design a basic WSM server architecture capable of scaling up to 50 streaming desktops
- Dell and Customer resources will collaborate to produce the “To-Be” design utilizing best practices for WSM architecture. This will allow for both parties to validate what the solution will look like before anything is physically touched and allow Customer to give approval before moving forward

## **3. WSM Installation & Configuration**

- Build HQ site (as described below):
  - Installation of up to three (3) WSM servers in total with high availability
    - Install WSM on single virtual or physical machine
    - Install WSM on up to two (2) additional servers in a linked site configuration
    - Create HQ site and linked sites at one (1) physical location
  - Install and/or configure SQL
  - Import license
  - Configure load balancing and fault tolerance
  - WSM client preparation
    - Gather the details related to the Customer-provided reference device. Reference device is the Windows client device where the Customer pre-installed its golden desktop OS image (Windows XP or Windows 7) with all the applications required including all the OS and application patches
    - Install the WSM client software on up to two (2) Customer-provided reference devices
    - Capture an OS image from the two (2) reference device
    - Stream the OS image to a client device in private mode and optimize the streamed OS image
    - Test the WSM streaming on up to ten (10) compatible end points
  - Create site template
    - Create site groups, server groups, user groups and device groups
    - Create linked site for high availability and load balancing
    - Configure WSM to stream packaged applications
      - Install WSM Publisher on reference desktop and package up to five (5) applications
- Test client and network performance of WSM utilizing the WSM client statistics tool and the WSM network test tool
- Demonstrate to project owners streaming of images and applications



#### 4. Transition & Knowledge Transfer (Onsite)

- During the course of the installation the Dell resource will be sharing basic knowledge transfer and best practices. Dell will review this information with Customer as remaining time allows
- Conduct a close-out meeting (Offsite)
- Deliver As-Built document (Offsite)

### Customer Responsibilities

Customer agrees generally to cooperate with Dell in its delivery of the Services. Customer agrees to the following assigned responsibilities:

- Customer is responsible for completing the Technical Prerequisites prior to Dell performing the Service
- Customer will provide reasonable cooperation (including providing timely access to technical or subject matter experts) as necessary for Dell to perform the Service. If Customer does not provide reasonably adequate cooperation, Dell will not be responsible for any failure to perform the Service and Customer will not be entitled to a refund.
- Customer is responsible for the installation and configuration of any hardware required for this Service. Customer can engage Dell to perform such installation and configuration services (such services are purchased separately and subject to a separate agreement)
- Customer is responsible for the required software, hardware, licenses and other infrastructure-related services like DNS, DHCP, Active Directory to support WSM
- To host on a virtual environment, hypervisor should be already setup and configured with compatible Windows Server OS pre-installed in the virtual machine. Customer can engage Dell to perform such setup and configuration services (such services are purchased separately and subject to a separate agreement)
- Customer is responsible for configuring all required storage and networking prior to Dell performing remote services
- Customer is responsible for providing reference device. Reference device is the Windows client device where the Customer pre-installed its golden desktop OS image (Windows XP or Windows 7) with all the applications required including all the OS and application patches
- Customer is responsible for providing and installing any SSL certificates, should they be required
- Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use Customer-owned or licensed software, hardware, systems, the data located thereon and all hardware and software components included therein (collectively, the "Supported Products"), 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.
- 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.



- 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.
- 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. **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;**
  - **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.

- 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.

## Excluded Services

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- Any services, tasks or activities other than those specifically noted in this Service Description
- Any Dell WDM software licensing or any hardware (must be purchased separately)
- Any Dell training or certification services
- Database clustering
- SSL certificate configuration
- Any troubleshooting related to network or storage
- Advanced IIS configuration
- Any construction services (including any "Rack and Stack" services)
- The creation of any intellectual property created solely and specifically for Customer
- The terms of this Service Description do not confer on the Customer any warranties which are in addition to the warranties provided under the terms of the Agreement

## Miscellaneous

- A. Rescheduling and Expiration.** Once this Service has been scheduled, any changes to the schedule must occur at least 8 calendar days prior to the scheduled date. If Customer reschedules this



service within 7 days or less prior to the scheduled date, there will be a rescheduling fee not to exceed 25% of the price for the Services. Any rescheduling of the Service will be confirmed by Customer at least 8 days prior to commencement of the Service. Except to the extent that applicable law requires otherwise, the Customer may use this Service one time during the one-year period following the date of original purchase (the "Expiration Date"). The original purchase date is defined as the earlier of the date of the invoice for the Service or the date of the order confirmation from Dell. Dell's delivery of the Service will be deemed satisfied after the Expiration Date, even if you do not use the Service.

- B. Commercially Reasonable Limits to Scope of Service.** Dell may refuse to provide Service if, in its opinion, providing the Service creates an unreasonable risk to Dell or Dell's Service providers or if any requested service is beyond the scope of Service. Dell is not liable for any failure or delay in performance due to any cause beyond its control, including Customer's failure to comply with its obligations under this Service Description. Service extends only to uses for which the Supported Product was designed.
- C. Optional Services.** Optional services (including point-of-need support, installation, consulting, managed, professional support or training services) may be available for purchase from Dell and will vary by Customer location. Optional services may require a separate agreement with Dell. In the absence of such agreement, optional services are provided pursuant to this Service Description.
- D. Assignment.** Dell may assign this Service and/or Service Description to qualified third party service providers.
- E. Cancellation.** Dell may cancel this Service at any time during the Term for any of the following reasons:
  - Customer fails to pay the total price for this Service in accordance with the invoice terms;
  - Customer is abusive, threatening, or refuses to cooperate with the assisting analyst or on-site technician; or
  - Customer fails to abide by all of the terms and conditions set forth in this Service Description.

If Dell cancels this Service, Dell will send Customer written notice of cancellation at the address indicated on Customer's invoice. The notice will include the reason for cancellation and the effective date of cancellation, which will be not less than ten (10) days from the date Dell sends notice of cancellation to Customer, unless local law requires other cancellation provisions that may not be varied by agreement. If Dell cancels this Service pursuant to this paragraph, Customer shall not be entitled to any refund of fees paid or due to Dell.

- F. Geographic Limitations and Relocation.** This Service will be delivered to the site(s) indicated on the Customer's invoice as the shipping address. This Service is not available at all locations. Service options will vary by geography and certain options may not be available for purchase in Customer's location, so please contact your sales representative for these details.



## Terms & Conditions

This Service Description is entered between you, the customer (“you” or “Customer”), and the Dell entity identified on your invoice for the purchase of this Service. This Service is provided subject to and governed by Customer’s separate signed master services agreement with Dell that explicitly authorizes the sale of this Service. In the absence of such agreement, depending on Customer’s location, this Service is provided subject to and governed by either Dell’s Commercial Terms of Sale or Dell’s standard Customer Master Services Agreement (as applicable, the “**Agreement**”). Please see the table below which lists the URL applicable to your Customer location where your Agreement can be located. The parties acknowledge having read and agree to be bound by such online terms. Customer further agrees that by renewing, modifying, extending or continuing to utilize the Service beyond the initial term, the Service will be subject to the then-current Service Description available for review at [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts).

By placing your order for the Services, receiving delivery of the Services, utilizing the Services or associated software or by clicking/checking the “I Agree” button or box or similar on the Dell.com website in connection with your purchase or within a Dell software or Internet interface, you agree to be bound by this Service Description and the agreements incorporated by reference herein. If you are entering this Service Description on behalf of a company or other legal entity, you represent that you have authority to bind such entity to this Service Description, in which case “you” or “Customer” shall refer to such entity. In addition to receiving this Service Description, Customers in certain countries may also be required to execute a signed Order Form.

| Customer Location                   | Terms & Conditions Applicable to Your Purchase of Dell Services  |   |
|-------------------------------------|--|---|
|                                     | Customers Purchasing Dell Services Directly From Dell  | Customers Purchasing Dell Services Through an Authorized Dell Reseller  |
| United States                       | <a href="http://www.dell.com/CTS">www.dell.com/CTS</a>   | <a href="http://www.dell.com/CTS">www.dell.com/CTS</a>  |
| Canada                              | <a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English)<br><a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)           | <a href="http://www.dell.ca/terms">www.dell.ca/terms</a> (English)<br><a href="http://www.dell.ca/conditions">www.dell.ca/conditions</a> (French-Canadian)  |
| Latin America & Caribbean Countries | Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/ServiceContracts">www.dell.com/ServiceContracts</a> .* | Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/ServiceContracts">www.dell.com/ServiceContracts</a> .*  |
| Asia-Pacific-Japan                  | Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/ServiceContracts">www.dell.com/ServiceContracts</a> .* | Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to “Customer” in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and |



|                               |  |  |
|-------------------------------|--|--|
|                               |  | your seller.   |
| Europe, Middle East, & Africa | Local <a href="http://www.dell.com">www.dell.com</a> country-specific website or <a href="http://www.dell.com/ServiceContracts">www.dell.com/ServiceContracts</a> .* | Service Descriptions and other Dell service documents which you may receive from your seller shall not constitute an agreement between you and Dell but shall serve only to describe the content of Service you are purchasing from your seller, your obligations as a recipient of the Service and the boundaries and limitations of such Service. As a consequence hereof any reference to "Customer" in this Service Description and in any other Dell service document shall in this context be understood as a reference to you whereas any reference to Dell shall only be understood as a reference to Dell as a service provider providing the Service on behalf of your seller. You will not have a direct contractual relationship with Dell with regards to the Service described herein. For the avoidance of doubt any payment terms or other contractual terms which are by their nature solely relevant between a buyer and a seller directly shall not be applicable to you and will be as agreed between you and your seller. |

\* Customers may access their local [www.dell.com](http://www.dell.com) website by simply accessing [www.dell.com](http://www.dell.com) from a computer connected to the Internet within their locality or by choosing among the options at Dell's "Choose a Region/Country" website available at <http://www.dell.com/content/public/choosecountry.aspx?c=us&l=en&s=gen>.

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# Appendix A

## Exceptions to Dell business hours

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| <b>Country</b>   | <b>Dell business hours</b> |
|--|----------------------------|
| St. Kitts, St. Lucia, St. Vincent, Trinidad, Virgin Islands, Rest of English speaking Caribbean  | 7:00 AM to 4:00 PM         |
| Barbados, Bahamas, Belize, Costa Rica, El Salvador, Grand Cayman, Guatemala, Honduras, Jamaica, Panama, Puerto Rico, Rep. Dominicana, Suriname, Turks and Caicos | 8:00 AM to 5:00 PM         |
| Australia, Bermuda, China, Haiti, Hong Kong, Japan, Korea, Malaysia, Netherland Antilles, New Zealand, Singapore, Taiwan, Thailand                               | 9:00 AM to 5:00 PM         |
| Argentina, India, Paraguay, Uruguay  | 9:00 AM to 6:00 PM         |
| Bolivia, Chile   | 9:00 AM to 7:00 PM         |

