VCE™ DEPLOYMENT AND IMPLEMENTATION SERVICE

VBLOCK™ SPECIALIZED SYSTEMS FOR SAP HANA®
PSVC-DEP(N)-00-A01

Service Overview
The VCE™ Deployment and Implementation Service for Vblock™ Specialized System for SAP HANA® PSVC-DEP(N)-00-A01 (“Service”) provides collaborative planning, design, and onsite/remote deployment and implementation services for the Vblock Specialized System for SAP HANA (“Specialized System”). The Service can help align the scalability, flexibility, and cost saving associated with the Specialized System to operational objectives. Best practices and proven processes help to facilitate non-disruptive integration of the Specialized System into a customer’s environment. This Service also includes an interactive customer knowledge-transfer session of up to eight hours in length to maximize the investment in the Specialized System.

Service Scope
Subject to the “Customer Responsibilities,” VCE personnel or authorized agents shall work closely with the customer to perform the following activities as part of the Service:

- Initiate a kickoff meeting in a timely manner to review project scope, expectations, communication plans, and availability of required resources.
- Determine the engagement process and schedule.
- Develop a high-level Project Plan with critical-path events and milestones.
- Gather the business and IT requirements, goals, expectations, and success parameters associated with the VCE Deployment and Implementation Service engagement.
- Collect customer-supplied documentation to gain an understanding of the existing customer environment from both an operational and technical perspective.
- Prepare the planning, design, and project deliverables to include design and end-state documentation for the deployed Specialized System.
- Perform the onsite deployment and implementation of one Specialized System up to and including SUSE Linux.
- Perform the implementation of a non-redundant Advanced Management Platform (“AMP”) for centralized management of the Specialized System.
- Conduct one interactive knowledge-transfer session of up to eight hours in length.

Roles and Responsibilities
- VCE Consultants: Conduct the Specialized System deployment and implementation; provide documentation detailing the customer’s Vblock™ System configuration; and conduct one knowledge-transfer session, covering best practices for configuration and administration
- VCE Project Manager: Plans and coordinates all VCE engagement-related activities
- Customer Project Manager: Plans and coordinates all customer engagement-related activities
- Customer Technical Lead: Responsible for the components not sold integrally as part of the Specialized System including server hardware, storage, networking, SAP HANA software licensing, activation, and data migration

Key Activities
The following table represents the key tasks delivered as part of the Service and the responsible parties.

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<th>Task</th>
<th>Responsibility</th>
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<td>Logical configuration information gathering</td>
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<td>Customer configuration design review</td>
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<td>Specialized System implementation test planning</td>
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<td>Transition to VCE™ Support</td>
<td>VCE</td>
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VCE Staffing
VCE provides appropriate onsite and/or offsite representatives to perform the Service specified in the Service Scope section.

Customer Responsibilities
Customer must:

- Make reasonable facilities accommodations for the VCE project team for engagement activities that occur at the install 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 technical contact with system administration responsibilities and appropriate system/information access privileges.
- Complete VCE-supplied questionnaires within required timelines.
- Make appropriate system maintenance window(s) available for VCE (including authorized agents of VCE) as needed to prepare equipment.
- Ensure that all environment and operational requirements are met prior to the commencement of the Service.
- Provide VCE onsite and/or offsite representatives with access to the customer’s systems and networks (including without limitation, remote systems and remote network access) as necessary to perform the Service during normal VCE business hours or at mutually agreed times.
- Manage interface with customer’s technical support and application teams including all vendors and third parties, as necessary.
- Ensure that authorized representatives of the customer will perform activities, attend meetings, make decisions, and complete documentation requested by VCE in a timely fashion and in accordance with the times specified in the agreed project plan. Such activities include project kickoff, project planning, attending interviews, responding to questionnaires and surveys, and agreeing upon an implementation test plan.
- Assign a Customer Project Manager with the authority to make project decisions and represent the customer in all matters related to this Service. Customer Project Manager will provide a single consolidated response to any review, approval, change, or decision request.
- Provide Customer Technical Leads with relevant domain, business, and/or technical expertise, as required. Customer Technical Leads are the acknowledged spokespersons for the areas they represent, and the VCE project team requires regular and timely access to them. If Customer Technical Leads are unable to attend a scheduled meeting, then the Customer Project Manager shall represent the customer’s staff as the final authority with respect to customer on all items of discussion.
- Be responsible for, and assume any risk associated with any problems resulting from the accuracy, content, completeness, and consistency of any data, materials, or information supplied by the customer.
- Acknowledge receipt and acceptance/rejection of all deliverables associated with the Service as quickly as commercially reasonable, but in all events within 10 business days of delivery (not including local public holidays). If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted. Customer will use the VCE project milestone completion form to indicate acceptance of deliverables.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify that the equipment installation location is prepared prior to the commencement of the Service.
- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or unrecoverable data in connection with the Service.
- Restrict and prevent VCE access to customer data not pertinent to the configuration and deployment of the Specialized System, including but not limited to personally identifiable information.
- License the SAP HANA software after the deployment and integration of the Specialized System is complete.
- Activate the SAP HANA software.
- Migrate and deploy the customer data into the Specialized System.
Service Schedule
The anticipated onsite Service start date is four weeks after receipt and approval by VCE of the customer’s purchase order for this Service or as mutually agreed upon. Customer shall have 12 months from the date of purchase to complete the Service (“Service Period”), after which this Service shall automatically expire and will be null and void. No refund will be due or paid to customer for unclaimed or incomplete work. VCE provides personnel onsite for up to five days to complete this Service.

Service Scope Changes
Any changes to the Service, the schedule, charges, or this Service Scope must be mutually agreed upon in writing by VCE and the customer in a separate Professional Services Statement of Work (“SOW”) or Project Change Request (“PCR”) detailing the changes, the impact of the proposed change on the charges and schedule, and other relevant terms including services fees. Any changes to the Logical Configuration Survey will cause rework in the configuration, impacts the delivery schedule, and will be managed by the change control process. Until changes are agreed in writing, VCE will continue to perform work as provided in this document and such work is deemed to be in accordance with VCE’s obligations until a custom SOW or PCR is signed by both parties.

Service Scope Exclusions
Only the work stated in this document is included, and any additional work is out of scope of the Service and must be purchased separately. Specifically excluded services include but are not limited to the following:

- Procurement of the Specialized System, as well as any additional hardware and software
- Detailed VMware design, including the implementation, configuration, or integration of VMware vSphere components other than ESXi and vCenter
- Customized designs for specific customer applications or quality of service requirements, including a customized storage layout
- Development of a hardening design to meet specific security requirements
- Creation and deployment of virtual machines other than those required for the AMP
- Capacity analysis and planning
- Integration with existing management platforms beyond the routing of alerts to a customer-nominated management server
- Implementation and configuration of the redundant high-availability AMP
- Physical build, logical configuration or integration of any component not sold integrally as part of the Specialized System
- Third-party application support unless specifically agreed in writing
- Operational process documentation or “Run Books”
- Any database/application installation and/or re-platforming not specified in the Service Scope above
- Business continuance and/or disaster recovery services
- Physical or virtual migration services
- Provision of the power, cooling, and environmental standards needed to support a Specialized System
- Provision of security-cleared project resources to meet government or customer-specific security requirements
- Any other services offered under separate part number

Terms and Conditions
Customer’s issuance of an order to purchase the Service signifies its agreement to the terms and conditions in this document and its acknowledgment that the Service is provided under and is governed by either (a) a separate written agreement between the parties for the delivery of professional services, or in lieu of a signed agreement, (b) the standard VCE Professional Services Terms and Conditions available at http://www.vce.com/serviceterms (the “Governing Agreement”).

VCE licensed software is subject to VCE’s standard end user license agreement available at http://www.vce.com/noindex/legalterms. License rights for any third-party software pass directly from the third-party supplier to customer and are subject to such third party’s software terms, which customer authorizes VCE to accept on its behalf or on behalf of its end users as a condition of installing or using such software.
This document constitutes a Service Order, or SOW, as defined in the Governing Agreement. This is a fixed-price order. VCE will bill and invoice customer at its standard time-and-material rates plus travel expenses for any additional services beyond the Service, including but not limited to, any remediation services performed by VCE as deemed necessary by VCE, or any costs incurred for customer’s failure to meet its responsibilities specified in this document. All project activities will be conducted in English and all documentation supplied to VCE by customer to support the delivery of the Services will be provided in English.

Unless otherwise provided in the Governing Agreement, customer is deemed to accept the Service rendered if no objection is raised within 10 days after customer is presented with a milestone completion form or other statement of completion by VCE. VCE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

The Service price is based on the Specialized System configuration and Service version number, determined by VCE as part of the configuration process. The Service purchased is listed on the VCE quote by replacing the variable values in the parentheses in the above Service part number with the appropriate corresponding configuration and version values.

Effective for orders placed on or after February 15, 2014.

For More Information
More information about VCE solutions and services is available from [www.vce.com](http://www.vce.com) and from your local VCE representative.

ABOUT VCE
VCE, formed by Cisco and EMC with investments from VMware and Intel, accelerates the adoption of converged infrastructure and cloud-based computing models that dramatically reduce the cost of IT while improving time to market for our customers. VCE, through the Vblock Systems, delivers the industry’s only fully integrated and fully virtualized cloud infrastructure system. VCE solutions are available through an extensive partner network, and cover horizontal applications, vertical industry offerings, and application development environments, allowing customers to focus on business innovation instead of integrating, validating, and managing IT infrastructure.
For more information, go to [vce.com](http://vce.com).