DELLEMC

VCE DEPLOYMENT FOR RECOVERPOINT—REMOTE REPLICATION

PSVC-RRF1-00-A01

Service Overview

VCE Deployment for RecoverPoint—Remote Replication PSVC-RRF1-00-A01 ("Service") implements the installation and deployment configuration of two (2) VCE supported RecoverPoint clusters ("RecoverPoint Systems") with one (1) cluster each deployed at a local and a remote site. Each cluster consists of two (2) physical EMC RecoverPoint appliances.

The Service configures the RecoverPoint Systems to provide synchronous replication for data protection. The design includes the analysis of the environment to determine bandwidth requirements, configuration of consistency groups, replication types, sizing, and journal volumes to design and implement a RecoverPoint System architecture tailored to the customer's needs.

The Service is delivered using VCE standard delivery model, which may include factory, on-site, and/or remote delivery at VCE's sole discretion. If the customer requires a different delivery model, the charges, expenses, scope of work, and/or schedule are subject to modification.

This Service complements, and must be ordered with, the "VCE Logical Configuration for RecoverPoint—Remote Replication" service (PSVC-RRL1-00-A01). Together, the two services implement an end-to-end, turnkey installation of two (2) RecoverPoint Systems for data protection using local and remote replication.

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:

- Conduct planning activities (may be delivered as part of the corresponding prerequisite VCE Logical Configuration Service):
  - o Initiate a kickoff meeting in a timely manner to review project scope, expectations, communication plans, and availability of required resources.
  - o Determine the engagement process and schedule.
  - o Develop a high-level Project Plan with critical-path events and milestones.
- Install and configure two (2) RecoverPoint Systems, one (1) each at the local and remote sites.
- Configure each RecoverPoint System to include the following:
  - o Integration with an associated VCE System
  - o Up to ten (10) logical unit numbers (LUNs)
  - o Up to two (2) consistency groups
  - o Up to twenty (20) TB of data
- Implement one or more of the following replication methods:
  - o CDP (continuous data protection)
  - o CRR (continuous remote replication)
  - o CLR (concurrent local and remote replication)
- Connect the two (2) RecoverPoint Systems to implement a single remote replication solution.
- Configure the replication solution using EMC Symmetrix VMAX, EMC VNX, or EMC VPLEX splitter.
- Configure consistency groups and replication jobs.
- Perform all necessary configurations through EMC RecoverPoint Deployment Manager.
- Configure email home and setup notifications and alerts.
- Verify the installation and/or configuration results.
- Complete the VCE Data Protection test plan.
- Perform knowledge transfer to customer-assigned resources.

Roles and Responsibilities

- VCE Consultants: Conduct the installation and provide documentation detailing the customer's RecoverPoint System configuration.
- 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 any component that is not sold integrally as part of the RecoverPoint Systems, including server hardware, storage, and networking.

Key Activities

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

Task	Responsibility
Project kickoff	All
Customer configuration design review	VCE
On-site hardware installation	VCE
Deployment configuration	VCE
Integration with VCE System	VCE
Activation and operation testing of RecoverPoint Systems	VCE
Documentation finalization and review	VCE
Knowledge-transfer session	All
Wrap-up call	All
Transition to VCE Support	VCE

VCE Staffing

VCE provides appropriate representatives to perform the Service specified in the Service Scope section.

Customer Responsibilities

Customer must

- Complete VCE supplied questionnaires within required timelines.
- Provide VCE on-site and/or off-site 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 ten (10) business days of delivery (not including local public holidays). The customer will use the VCE project milestone completion form to indicate acceptance of deliverables. If such acknowledgment is not received within this period, all deliverables will be deemed acknowledged and accepted.
- Assume full responsibility for data backup and recovery. VCE is not responsible for any loss of, damage to, or corruption of data, including unrecoverable data in connection with the Service.
- Obtain and provide all appropriate software licenses necessary to deliver the Service, including, but not limited to, licenses for third-party software.
- Restrict and prevent VCE access to data not pertinent to the configuration of the RecoverPoint Systems, including, but not limited to, personally identifiable information.

Service Schedule

The Service will be performed subsequent to receipt and approval by VCE of the customer's purchase order for this Service, provision of a completed Logical Configuration Survey or per mutually agreed-upon schedule. Customer shall have twelve (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.

Service Scope Changes

Any changes to the Service, the schedule, charges, or this Service Scope must be agreed upon in writing by VCE. Until changes are agreed to in writing, VCE will continue to perform the Service as provided in this document and such Service is deemed to be in accordance with the obligations of VCE.

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 RecoverPoint Systems or VCE System
- Implementation of the VCE System as well as any additional hardware and software
- Any change to the standard system hardware configuration
- Modification of the customer's application software
- Development of custom solutions including, without limitation, scripting
- Multiple, basic installation services requiring project management services
- Third-party application support
- Any configuration work to non-virtualized bare-metal servers
- Operational process documentation or "Run Books"
- Any database/application installation and/or replatforming
- Physical or virtual migration services
- Provision of security-cleared project resources to meet government or customer-specific security requirements
- Archiving, backup, restoration, business continuance, and/or disaster recovery services
- Any other services offered under separate part number or SKU

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 www.vce.com/serviceterms (the "Governing Agreement").

VCE licensed software is subject to VCE standard end-user license agreement available at 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 statement of work (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 ten (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.

Effective for orders placed on or after August 19, 2017.

For More Information

More information about Dell EMC solutions and services is available from www.dellemc.com and from your local representative.

D∕LLEMC