DELLEMC

VCE DEPLOYMENT FOR CONVERGED INFRASTRUCTURE SYSTEMS

VxBlock Systems: PSVC-VFD(A-B)-00-A03
VxRack Systems: PSVC-VFD(C-G)-00-A02
VMware NSX Deployment: PSVC-NSXD-00-A01

Service Overview

VCE Deployment for Converged Infrastructure Systems PSVC-VFD(A-B)-00-A03, PSVC-VFD(C-G)-00-A02, PSVC-NSXD-00-A01 ("Service") provides collaborative planning, and deployment services for a VxBlock System or VxRack System ("VCE System"). The Service is designed to help align the scalability, flexibility, and cost savings associated with a VCE System to operational objectives. Best practices and proven processes help with the goal of a non-disruptive integration of the VCE System into the customer's environment. This Service also includes an interactive customer knowledge-transfer session to maximize return on investment for the deployed VCE System.

Below is a listing of available Service SKUs.

SKU Name	SKU	Activity Description
VxBlock System - Base	PSVC-VFDA-00-A03	Base fee charged per one (1) VxBlock System
VxBlock System - Per Rack	PSVC-VFDB-00-A03	Per-rack fee charged once for every rack of equipment in the VxBlock System
VxRack System - Core	PSVC-VFDC-00-A02	Base fee charged per one (1) VxRack System. VxRack FLEX includes up to three (3) controller nodes and up to four (4) customer nodes; up to two (2) top of rack switches and up to two (2) management switches, VxRack SDDC includes eight (8) nodes, up to two (2) top of rack switches, and up to two (2) management switches.
VxRack System – Server Add-On	PSVC-VFDD-00-A02	Add-on fee charged for up to (4) VxRack System nodes covered in Core service. Applicable for both VxRack FLEX and VxRack SDDC.

SKU Name	SKU	Activity Description
VxRack System – Network Add-On	PSVC-VFDE-00-A02	Add-on fee charged per every one (1) rack ordered in addition to the minimum configuration, rack placement, one (1) additional power distribution unit, physical connections, and the network components.
VxRack System – Bare Metal Core	PSVC-VFDF-00-A02	Base fee charged per one (1) minimally configured VxRack FLEX system. Includes up to three (3) controller nodes and up to four (4) customer nodes; up to two (2) top of rack switches and up to two (2) management Switches. DOES NOT include install of Operating System.
VxRack System – Bare Metal Server Add-On	PSVC-VFDG-00-A02	Add-on fee charged for up to (4) VxRack FLEX system nodes in addition to nodes covered in Core service. configuration. DOES NOT include install of Operating System.
VxBlock Systems - VMware NSX	PSVC-NSXD-00-A01	Service fee charged to integrate NSX on one (1) VxBlock System.

These Services are only available for new VCE Systems manufactured in a VCE factory.

Service Scope

Subject to the "Customer Responsibilities" and any restrictions in applicable product documentation, 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 Information Technology ("IT") requirements, goals, expectations, and success parameters associated with the 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 VCE System.
- Validate the configuration of all VCE System components against the customer-supplied logical configuration survey ("Logical Configuration Survey").
- Connect the Advanced Management Platform ("AMP") or the VxRack System Management Controller to the customer network and confirm that the VCE System components are operating as designed for the following system elements, if installed.
  - VCE Vision™ Intelligent Operations
  - VCE Vision™ VxRack™ Manager
  - VMware vCenter
  - VMware Update Manager
  - Microsoft SQL Server
  - VMware Single Sign-on Server
  - Cisco Nexus 1000V (optional with non-NSX deployment)
  - NSX Manager (only with NSX Deployment)
  - NSX Controller virtual machines ("VMs") (only with NSX Deployment)
  - VCE System Element Manager
- Integrate the VCE System into the customer core network. For NSX Deployment, perform the following additional network integration: Configure and verify that Layer 3 routing between the NSX edge in the VxBlock System and the customer data center network is operational per the Logical Configuration Survey.
- Complete a test and acceptance plan to ensure that all VCE System components are operating as required.
- Conduct one (1) interactive knowledge-transfer session between two (2) and eight (8) hours in length, depending on the VCE System deployed.
- Produce a VCE System As-Built document detailing the exact VCE System configuration.

Roles and Responsibilities

- VCE Consultants: As detailed herein, conduct the deployment of the VCE Systems, provide documentation detailing the customer's system configuration, and provide one (1) 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 any component that is not sold integrally as part of the VCE System, including server hardware, storage, and networking

Key Activities

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

Task	Responsibility
Project kickoff	All
Site Survey	All
Logical configuration information verification	All
Customer requirements review	VCE
VCE System implementation test planning	VCE
VCE System on-site deployment	VCE
VCE System deployment testing	All
Documentation finalization	VCE
Knowledge-transfer session	All
Final documentation review	All
Wrap-up call	All
Transition to VCE™ Support	VCE

VCE Staffing

VCE provides appropriate on-site and/or off-site representatives to perform the Service specified in the Service Scope section.

Customer Responsibilities

Customer must:

- Obtain and provide all appropriate software licenses necessary to deliver the Service, including, but not limited to, licenses for third-party software.

- Make reasonable facilities accommodations for the VCE project team for engagement activities that occur at the installation location. These accommodations will include a desk/cubicle, voice telephone, Internet access, and shared access to laser printer, copier, fax, and conference room facilities.

- Provide at least one (1) technical contact with system administration responsibilities and appropriate system/information access privileges.

- Complete questionnaires supplied by VCE 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 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 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 corruption of data, including unrecoverable data, in connection with the Service.

- Restrict and prevent VCE access to data not pertinent to the configuration and deployment of the VCE System, including, but not limited to, personally identifiable information.

Service Schedule

The anticipated on-site Service start date is four (4) weeks after receipt and approval by VCE of the customer's purchase order for this Service or as mutually agreed upon. 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. VCE provides personnel on-site for up to five (5) days to complete this Service.

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 work as provided in this document and such work is deemed to be in accordance with the obligations of VCE.

Service Scope Exclusions

Only the Service 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 VCE 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

- Physical build, logical configuration, or integration of any component that is not sold integrally as part of the VCE System

- Third-party application support, unless specifically agreed to in writing

- Installation of an operating system on a non-virtualized server, unless the operating system is integrally architected as part of the deployed VCE System

- Operational process documentation or "run books"

- Any database/application installation and/or replatforming

- Archiving, backup, restoration, business continuance and/or disaster recovery services

- Physical or virtual migration services

- Provision of the power, cooling, and environmental standards needed to support a VCE System

- Provision of security-cleared project resources to meet government or customer-specific security requirements

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

VCE licensed software is subject to VCE 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 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.

The Service price is based on the VCE 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. The quoted Service price is comprised of a base fee plus a per-cabinet calculated amount.

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.

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