

VCE INTEGRATION FOR CUSTOMER RACK

PSVC-DCIS-00-A03

Service Overview

VCE Integration for Customer Rack PSVC-DCIS-00-A03 (“Service”) provides an implementation option for customers who have custom data center racking requirements for a Vblock System, VxBlock System, or VxRack System (“VCE System”). The Service includes rack planning, implementation, testing, and having the VCE System transferred into the customer environment upon arrival. Customer racks must be pre-approved by VCE prior to ordering this Service.

The Service allows for the situation where a customer has data center rack requirements different than the standard VCE System racks, for example a co-location data center. The Service is delivered as a fully managed project and is performed after the VCE System completes the VCE manufacturing process and is shipped to the customer location. After the Service is completed the VCE System is ready for standard Deployment and Implementation activities.

Service Scope

Subject to customer meeting its obligations stated in “Customer Responsibilities,” VCE personnel or authorized agents shall work closely with the customer to perform the following as part of the Service:

- One instance of this service is required for each Rack in the VCE System.
- Disassemble the VCE System components from factory standard racks.
- Re-install the VCE System at the customer install location, in VCE pre-approved customer specified racks.
- Revise the factory provided Configuration Reference Guide as needed.
- Perform VCE System power on test.
- Return original VCE System racks to VCE.

Roles and Responsibilities

- VCE Consultants: Conduct VCE System rack installation activities
- 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 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
Custom rack planning	Consultant
VCE System disassembly	Consultant
VCE System re-installation	Consultant
Revalidation of VCE System configuration and documentation	Consultant
Ship racks back to VCE	Consultant

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

- Provide make/model of racks, PDUs, cable managers, and additional VCE pre-approved hardware that may be installed in the cabinets.
- Provide detail diagrams/specifications of the above items.
- Ensure environmental, operating and physical requirements conform to VCE provided VCE System specifications.

- Provide any additional materials required to allow installation of VCE System components in the customer provided racks.
- Provide adequate facility, storage and working space to complete 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 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 at the end of the Service Period 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 three (3) days to complete this Service.

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:

- Provision of rack components that enable the platform to be integrated into the customer specified racks
- Physical build, logical configuration or integration of any component that is not sold as part of the VCE System
- Changes to the standard VCE System rack design or elevations
- Provision of the power, cooling, and environmental standards needed to support a VCE System including any modifications required due to customer provided racks
- Impact to system performance related to any component that is not sold as part of the VCE System and added to customer racks after completion of this Service. This includes airflow, power, and cooling considerations

- Any customer provided materials are excluded from VCE maintenance and support
- 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, or (b) the standard VCE Professional Services Terms and Conditions available at: www.vce.com/serviceterms (the "Governing Agreement").

VCE licensed software is subject to the 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 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 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.

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.dell EMC.com and from your local representative.