HITACHI OPS CENTER AUTOMATOR STARTER PACK

Hitachi Vantara ("Hitachi") will perform the Professional Services for the End User ("Customer") identified within the Quote on the terms of this Exhibit, (the "Service" for the purposes of this SOW) which the Parties agree constitutes a Statement of Work ("SOW"), as defined in the Master Agreement ("Agreement") with Hitachi. Upon issuing a Purchase Order to Hitachi, in pursuance of the Quote and this Exhibit, this Exhibit shall be deemed executed regardless of the requirements for execution in the Agreement, which the Parties expressly agree shall not apply to this Exhibit. This Exhibit is governed by and incorporates by reference, the terms and conditions of the Agreement listed within the Quote. Except for the execution requirement, the terms of the Agreement will govern in the event of any conflict with the terms of this Exhibit.

I. SCOPE

Hitachi will, as more fully described herein, provide Customer with a Hitachi Ops Center Automator Starter Pack. As part of the Service, Hitachi will:

a) Conduct a pre-service conference call and initial requirement analysis to understand Customer's current environment and identify Customer's requirements.
b) Install and configure Hitachi Ops Center Automator in the Customer environment.
c) Implement standard Service Templates targeting Hitachi block storage.
d) Conduct a two (2) hour knowledge transfer session with Customer that includes a basic overview on the configuration parameters and features and functionality of Ops Center Automator.

The Service is limited as follows:

In terms of	Ops Center Automator installations	**this Service includes**	One (1) Ops Center Automator installation
In terms of	Storage Systems	**this Service includes**	One (1) Hitachi Block Storage System
In terms of	Web Services	**this Service includes**	Up to two (2) Web Services or Agentless Remote Sessions: • Hitachi Command Suite (HCS) • Configuration Manager (CM-REST)
In terms of	Configuration Manager	**this Service includes**	One (1) configuration of CM-REST
In terms of	Service Templates	**this Service includes**	Two (2) standard service templates out of pre-installed library targeting Hitachi block storage
In terms of	User Accounts	**this Service includes**	Up to five (5) user accounts
In terms of	User Groups	**this Service includes**	Up to five (5) user groups
In terms of	Infrastructure Groups	**this Service includes**	Up to five (5) infrastructure groups
In terms of	Service Groups	**this Service includes**	Up to five (5) service groups

For the avoidance of doubt, the following activities are outside the scope of this Service:

• Implementing service templates that are not in Hitachi's standard library and are not targeting Hitachi Block storage.
• Scripting integration with applications (Customer must rely on documentation or contract for a separate service).
• Customizing any service templates that require module code modifications outside the standard template options.
• Training for Customer on topics such as REST API usage or Service Builder capability.
• Installation of other Hitachi components with this Service. Such Services can be added as a separate custom project. This would include a separate offer with PDD to be agreed by Customer and Hitachi.
• Ops Center Automator Licenses are not included in the service.

The only tasks that Hitachi will undertake in providing the Service are those specifically set forth in this Exhibit.

II.   APPROACH

Hitachi will deliver the Service in the following Phases:

Pre-engagement Tasks	• At least one (1) week prior to commencing Service at the Service Location, Hitachi will provide Customer with a pre-engagement checklist(s) to complete. Hitachi will verify if the necessary prerequisites listed in the pre-engagement checklist(s) have been completed by Customer. Prerequisites in the pre-engagement checklist(s) include an inventory of Customer's environment included in the Scope of the Service. • Hitachi will meet with Customer to review Customer Responsibilities (as set out below), assess the environmental readiness for the Service, and identify any modifications to Customer's inventory in the pre-engagement checklist(s). • Hitachi will work with Customer to identify all prerequisites and potentially required upgrades prior to commencement of the Service. • When the pre-engagement checklist(s) are completed and verified by Hitachi and when all prerequisites have been identified, Hitachi and Customer will schedule the Service to commence at the Service Location. <u>The following Work Product will be provided to Customer during the Pre-engagement Tasks Phase:</u> • Pre-engagement Checklist(s)
Kickoff Meeting	Hitachi will: • Conduct a kickoff conference call with key Customer stakeholders to review project Scope, Approach, Work Products and responsibilities of both Parties. • During the kickoff conference call, Hitachi will exchange contract, procedural and schedule information with Customer.
Planning and Design	Hitachi will: • Review available configuration, license, and service information from sales activities. • Provide an overview of the software packages and services scope sold as part of the Order and review anticipated use cases for each. • Work with Customer to create a "Starter Pack Configuration Workbook". <u>The following Work Product will be provided to Customer during the Planning and Design Phase:</u> • Starter Pack Configuration Workbook

Implementation	Hitachi will:
	• Install Ops Center Automator software.
	• Configure Ops Center Automator webservice and agentless connections.
	• Configure Ops Center Automator according to Customer-supplied technical parameters for:
	   o User Accounts
	   o Storage Profiles
	   o User Groups
	   o Infrastructure Groups
	   o Service Groups
	• Implement two standard service templates targeting block storage defined in Configuration Workbook.

Testing and Validation	Hitachi will test and validate: • Ops Center Automator configuration. • Execution of the two implemented standard service templates.
Knowledge Transfer	Hitachi will: • Provide a single two (2) hour knowledge transfer session to Customer technical staff, including a basic overview on the configuration parameters and features and functionality of Ops Center Automator.
Project Closure	Hitachi will: • Make recommendations to Customer for follow-up activities and services. • Review the final implementation and Work Products with Customer. • Review Service-related documents with Customer. • Review troubleshooting, support, and escalation procedures with Customer.

Hitachi will designate a "Project Coordinator" who is responsible for the overall project and coordination of project management activities with Customer's Project Manager. The Project Coordinator will have responsibility for coordinating all activities on this engagement, scheduling resources, and will be the single point of contact for Hitachi for this Service.

III. CUSTOMER RESPONSIBILITIES

A. For the duration of the Service, Customer will provide the following staff:
- A designated project manager ("Project Manager") to whom all Hitachi communications shall be addressed. The Project Manager will provide (a) information and resources in a timely manner as needed by Hitachi to enable Hitachi to complete the Service described in this document; and (b) will be readily available offsite and onsite as and when required by Hitachi for the duration of the Service. The Project Manager will be responsible for receiving any Work Product and has full authority to provide any needed approvals on behalf of Customer.
- Database, Systems and Storage Administrators and subject matter experts who will respond promptly to Hitachi requests, especially concerning data, documentation and attendance.

B. For the duration of the Service, Customer will provide Hitachi with the following:
- A work area and access to any facilities and systems necessary for completion of the Service.
- Access to host systems and networks involved, including user access and passwords as necessary.
- A Service Location that is prepared for the Service. Customer will ensure that all required power, air conditioning, cabling, and environmental and telecommunication requirements have been addressed and will be provided for the duration of the Service.

C. For the duration of the Service, Customer will:
- Assume all responsibility for its network including connectivity, performance, and configuration issues.
- Have valid licenses for all software covered by this Service, and that all such licenses will cover Hitachi's use of the software.
- Complete all prerequisites and documentation detailing its current storage system(s), server(s), number of hosts of each operating system, etc. prior to the scheduling of the Service.
- Identify and assign personnel to required roles.
- Participate in planning exercises to complete the Starter Pack Configuration Workbook.
- Provide host systems for Hitachi software as specified in the Starter Pack Configuration Workbook.

D. Customer acknowledges that any Tool(s) utilized by Hitachi in connection with this Service is the exclusive property of Hitachi or its licensors, and that use of the Tool(s) is limited exclusively to Hitachi personnel. Hitachi will remove the Tool(s) from Customer's devices prior to Project Completion.

IV. WORK PRODUCTS AND OUTCOMES

Work Products

The following Work Products will be provided to Customer in either hard or soft copy depending on Customer requirements:
- Pre-engagement Checklist(s)
- Starter Pack Configuration Workbook

Outcomes

Upon completion of the Service, Customer will have a Hitachi Ops Center Automator Starter Pack implemented in its data center and configured according to Customer-supplied technical parameters. Customer will also have participated in a knowledge transfer session that includes how to use the workflows and a basic overview on the configuration parameters and features and functionality of Ops Center Automator.

V. CONDITIONS

A. Service(s) purchased under this Exhibit that have not been completed within one hundred twenty (120) days of the date on the Quote associated with this service will be deemed null and void. Any remaining payments are non-refundable, and credits shall not be granted.

B. Hitachi reserves the right to use subcontractors in those roles it deems appropriate.

VI. ADDITIONAL SERVICES AVAILABLE

The following offerings are available for a fee as extensions to the above (subject to an additional Order agreed by the Parties).

Hitachi Ops Center Automator Implementation Service
Core Starter Pack
Hitachi Data Instance Director Starter Pack
SAN Implementation Service
Data Protection Implementation Service

VII. COMPLETION CRITERIA AND ACCEPTANCE

Upon Service Completion, Hitachi will notify the contracting party ("Contracting Party") via Email that Hitachi has successfully completed the Service. If the Contracting Party does not provide Hitachi with a written description of any perceived deficiencies in the Service within five (5) business days after receipt of the Service Completion notification, then the Service will be deemed complete and accepted by the Contracting Party.