# HITACHI CONTENT PLATFORM ANYWHERE 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, integrate Hitachi Content Platform Anywhere (HCP Anywhere) software into Customer's Internet Protocol (IP) network and configure according to Customer-supplied technical parameters. Additionally, Hitachi will integrate HCP Anywhere with Customer's core Hitachi Content Platform (HCP) or HCP VMs.  As part of the Service, Hitachi will:

a)   Provide pre-engagement planning assessment for IP connectivity, including an understanding of networking and security policies.
b)   Configure and integrate the HCP Anywhere POD or VMs into Customer's IP network including integration with Customer's existing core HCP or HCP VMs.
c)   Enable Group Accounts; configure Gateways, Tenant and Namespace.
d)   Provide ongoing project management and coordination during the Service.
e)   Test and validate the HCP Anywhere implementation and cluster functionality.
f)   Register a test user and demonstrate Client access applications.
g)   Install and configure up to four (4) HCP Anywhere Clients per HCP Anywhere cluster.
h)   Test and validate the HCP Anywhere configuration.
   o   Client access and data ingestion
   o   Cluster functionality
i)   Configure HCP Anywhere Edge, if ordered as part of the solution.
j)   Provide knowledge transfer to Customer throughout delivery of the Service, which includes a basic overview on the implementation and configuration parameters and features and functionality of the HCP Anywhere solution.

The Service is limited as follows:

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| **In terms of** | HCP | **this Service includes** | One (1) existing clusters |
| **In terms of** | HCP Anywhere software | **this Service includes** | Up to two (2) node clusters |
| **In terms of** | HCP Anywhere PODs* | **this Service includes** | Up to one (1) |
| **In terms of** | HCP Anywhere Edge software | **this Service includes** | Up to two (2) fileservers |
| **In terms of** | HCP Anywhere Clients | **this Service includes** | Up to four (4) per HCP Anywhere cluster |
| **In terms of** | User Accounts | **this Service includes** | Two (2) per HCP Anywhere cluster |
| **In terms of** | Admin Portal Accounts | **this Service includes** | One (1) per HCP Anywhere cluster |
| **In terms of** | Authenticated Tenant/Namespace | **this Service includes** | Up to two (2) |
| **In terms of** | Microsoft Active Directory (AD) | **this Service includes** | One (1) |

*POD is a module of network, compute, storage and applications that make up HCP Anywhere.

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

The Service provides design and implementation of Customer's HCP Anywhere Products within the scope listed herein only and ***does not include*** HCP implementation or any form of data migration nor the physical installation of any hardware components (examples of hardware include, but are not limited to servers, cables, storage systems, host bus adapters (HBAs), and SAN components).

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:

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| **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.<br>• 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) .<br>• Hitachi will work with Customer to identify all prerequisites and potentially required upgrades prior to commencement of the Service.<br>• 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.<br><br>The following Work Product will be provided to Customer during the Pre-engagement Tasks Phase:<br>• Pre-engagement Checklist(s) |
| **Kickoff Meeting** | Hitachi will:<br>• Conduct a kickoff meeting with key Customer stakeholders to review project Scope, Approach, Work Products and responsibilities of both Parties.<br>• During the kickoff meeting, Hitachi will exchange contract, procedural and schedule information with Customer. |
| **Planning and Design** | Hitachi will:<br>• Review available configuration information from sales activities.<br>• Discuss products associated with this purchase to determine planned storage allocation, network and ESX requirements.<br>• Discuss planned network location (DMZ).<br>• Provide a cabling and "Network Requirements Diagram".<br>• Create list of roles for Customer to assign.<br>• Create a "Configuration Workbook" with Customer's input.<br>• Create an anticipated schedule.<br><br>The following Work Products will be provided to Customer during the Planning and Design Phase:<br>• Network Requirements Diagram<br>• Configuration Workbook |
| **Implementation** | Hitachi will:<br>• Confirm or deploy installation of HCP Anywhere pod nodes.<br>• Configure HCP tenants for HCP Anywhere.<br>• Create and log in with system user account and provide knowledge transfer on user management.<br>• Configure HCP Anywhere with settings for DNS and Time services, verify the expiration of self-signed SSL certificate, and provide knowledge transfer on HCP Anywhere's usage of each.<br>• Explain requirements for HCP Anywhere's integration with AD and connect HCP Anywhere to AD.<br>• Review SNMP, syslog, and email alert configuration with Customer.<br>• Configure HCP Anywhere Edge software.<br>• Configure HCP Anywhere and Hi-Track server for monitoring call-home alerts.<br>• Configure NAS mobility and provide knowledge transfer on use.<br>• Create initial user accounts and provide knowledge transfer on common practices and policies. |
| **Testing and Validation** | Hitachi will:<br>• Validate installation by transferring sample data from internet or internal network as appropriate.<br>• Customer will provide a test device of each platform on which end-users will deploy the client. |
| **Knowledge Transfer** | Hitachi will:<br>• Provide a knowledge transfer session to a limited number of Customer's technical staff throughout the delivery of Service, which includes an HCP Anywhere overview and review of anticipated use case, workload and NAS mobility.<br>• Provide knowledge transfer on how end-users will load the Anywhere application in desktop computers.<br>• Provide knowledge transfer on how end-users will load the Anywhere application on phones and tablets. |
| **Project Closure** | Hitachi will:<br>• Review the final implementation with Customer.<br>• Review Work Products and Service-related documents with Customer.<br>• Review troubleshooting, support and escalation procedures with Customer.<br>• Discuss next steps regarding additional services purchased. |

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 Products and has full authority to provide any needed approvals on behalf of Customer.
- Network, Security, 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 infrastructure documentation
- Review HCP Essentials training videos.
- Identify and assign personnel to required roles.
- Provide DNS and Time Service details.
- Provide IP Addresses, network drops, VMs, and open firewall ports as specified in the Configuration Workbook.
- Provide list of needed Tenants and Namespaces, and retention requirements.
- Confirm design diagram and details.
- Create DNS entries as requested.
- Create Computer Accounts and specific permissions in AD.
- Provide CA-signed SSL certificated, if required.
- Create any additional required Tenants and Namespaces.
- Provide a system for validation of each enabled access protocol.
- Provide HCP access.
- Provide DMZ network and firewall configuration as required.
- Attend all knowledge transfer sessions.
- Provide SNMP and email addresses for alerting.
- Configure any load balancers required
- Install HCP Anywhere Software onto fileserver.
- Confirm Service completion.

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
- Network Requirements Diagram
- Configuration Workbook

**Outcomes**

Upon completion of the Service, Customer will have its HCP Anywhere solution integrated into its IP network, including integration with Customer's core HCP, and configured according to Customer-supplied technical parameters. Customer will have also participated in knowledge transfer provided during the Implementation Phase that includes an overview of HCP Anywhere.

## 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. Once services commence, completion is expected to be within four (4) weeks.

    C. 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).

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| HCP Installation and Deployment |
| Education – Self-Paced Content Bundle with Instructor Access |
| Compliant and Protected Content Data Migration |
| Custom Architecture for Content Platforms |
| HCP Anywhere Edge Software Implementation |
| Hitachi Data Ingestor Installation and Deployment |
| Hitachi Content Intelligence Custom Development |
| Hitachi Content Intelligence Installation and Deployment |
| Integration of third-party document management, archive, or repository systems with Hitachi Content Platform |
| Custom development integrating third-party applications with Hitachi Content Platform's REST interface |

## 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.