

**HITACHI CONTENT PLATFORM CLOUD SCALE STARTER PACK FROM HITACHI VANTARA**

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 Customer’s Hitachi Content Platform for Cloud Scale (“HCP for Cloud Scale”) into its Internet Protocol (IP) network and configure it according to Customer-supplied technical parameters. As part of the Service, Hitachi will:

- a) Configure and integrate HCP for Cloud Scale appliance into Customer IP network.
- b) Provide ongoing project management and coordination during the Service.
- c) Conduct a pre-engagement planning assessment for IP connectivity including an understanding of networking and security policies.
- d) Enable accounts; configure gateways, buckets of the HCP for Cloud Scale as needed.
- e) Register a test user and demonstrate client access to data sources.
- f) 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 Cloud Scale platform.

The HCP cloudscales will be installed and configured either on Hitachi Compute Platform (UCP) or on ESXi

- 1) HCP CS on Hitachi Unified Compute Platform (UCP)
  - a) Set up UCP infrastructure.
  - b) Install Red Hat Linux with Docker.
  - c) Deploy and configure HCP for Cloud Scale master and worker instances.
  - d) Set up user account, DNS and Identity provider (i.e. Active Directory (AD)/LDAP) Integration.
  - e) Set up and configure HCP S11/S31 node.
  - f) Create bucket in S11/S31 node and perform integration with HCP Cloud Scale.
  - g) Register a test user and demonstrate client access to data sources.
  - h) Provide Knowledge Transfer to Customer throughout delivery of the Service, which includes a basic overview of the implementation and configuration parameters and features and functionality of the HCP Cloud Scale solution.
- 2) HCP CS on ESXi
  - a) Verify that the prerequisites (Linux OS, Docker, Hardware, Networking resources) to deploy HCP Cloud Scale on VM have been met.
  - b) Install HCP CS instances.
  - c) Set up user account, DNS and Identity provider (i.e. AD/LDAP).
  - d) Configure S3 bucket in HCP Cloud Scale.

The Service is limited as follows:

<b>In terms of</b>	Customer Sites	<b>this Service includes</b>	Up to one (1)
<b>In terms of</b>	UCP	<b>this Service includes</b>	Up to one (1)
<b>In terms of</b>	HCP for Cloud Scale instances	<b>this Service includes</b>	Up to eight (8)
<b>In terms of</b>	S11/S31	<b>this Service includes</b>	Up to two (2)
<b>In terms of</b>	S3 Object Storage Integration	<b>this Service includes</b>	Up to one (1)
<b>In terms of</b>	Identity provider (i.e. AD/LDAP)	<b>this Service includes</b>	Up to one (1) instance

The following items are outside the scope of this Service:

**For the avoidance of doubt, this Service does not include** migration of data or custom application integration.

The Service provides design and implementation of Customer’s Hitachi Content Products within the scope listed herein only and does not include any form of data migration or 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:

<p><b>Pre-engagement Tasks</b></p>	<ul style="list-style-type: none"> <li>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.</li> <li>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).</li> <li>Hitachi will work with Customer to identify all prerequisites and potentially required upgrades prior to commencement of the Service.</li> <li>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.</li> </ul> <p><u>The following Work Product will be provided to Customer during the Pre-engagement Tasks Phase:</u></p> <ul style="list-style-type: none"> <li>Pre-engagement Checklist(s)</li> </ul>
<p><b>Kickoff Meeting</b></p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Conduct a kickoff meeting with key Customer stakeholders to review project Scope, Approach, Work Products and responsibilities of both Parties.</li> <li>During the kickoff meeting, Hitachi will exchange contract, procedural and schedule information with Customer.</li> </ul>
<p><b>Planning and Design</b></p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>Conduct configuration and planning sessions with Customer. Based on these sessions, Hitachi will create the “HCP for Cloud Scale Design Document”.</li> <li>Provide a list of networking requirements needed for implementation.</li> <li>Provide a list of requirements needed for implementation.</li> <li>Review the HCP for Cloud Scale Design Document with Customer and obtain Customer approval before proceeding to Implementation.</li> </ul> <p><u>The following Deliverable will be provided to Customer during the Planning and Design Phase:</u></p> <ul style="list-style-type: none"> <li>HCP for Cloud Scale Design Document</li> </ul>
<p><b>Implementation</b></p>	<p>Hitachi will follow the Customer-approved HCP for Cloud Scale Design Document to:</p> <ul style="list-style-type: none"> <li>Verify that prerequisites (Linux OS, Docker, Hardware, Cloud, Networking resources) to deploy HCP for Cloud Scale have been met.</li> <li>Deploy and configure HCP for Cloud Scale master and worker instances.</li> <li>Setup the HCP for Cloud Scale hostname or IP address.</li> <li>Set up user account, DNS and Identity provider (i.e. AD/LDAP).</li> <li>Set up and configure HCP S11/S31 node or other cloud target as applicable.</li> <li>Create buckets in S11/S31 node or other cloud target and perform integration with HCP for Cloud Scale.</li> <li>Upload S11/S31 certificate to HCP for Cloud Scale if https protocol is used.</li> <li>Activate Storage Components in HCP for Cloud Scale.</li> <li>Setup Hybrid Workflow Policy if required.</li> <li>Add Encryption license key and enable Data-At-Rest Encryption(DARE) if required.</li> </ul>
<p><b>Testing and Validation</b></p>	<p>Hitachi will test and validate:</p> <ul style="list-style-type: none"> <li>Functionality of HCP for Cloud Scale running in the Customer-provided environment.</li> <li>HCP for Cloud Scale cluster functionality. (HCPCS does not support failover/failback feature).</li> <li>Admin users’ ability to log into HCP for Cloud Scale Console.</li> <li>S3 users can access the S3 Console directly.</li> <li>Graphical user interface (GUI) is set properly with appropriate user access rights.</li> <li>Validate DNS resolution, AD integration.</li> </ul>

<b>Knowledge Transfer</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>• Provide knowledge transfer to a limited number of Customer's technical staff throughout delivery of the Service, which includes a basic overview on the implementation and configuration parameters and features and functionality of HCP for Cloud Scale</li> <li>• Provide knowledge transfer on configuration settings in HCP for Cloud Scale.</li> </ul>
<b>Project Closure</b>	<p>Hitachi will:</p> <ul style="list-style-type: none"> <li>• Review the final HCP for Cloud Scale implementation and Work Products with Customer.</li> <li>• Review Service-related documents with Customer.</li> <li>• Review troubleshooting, support and escalation procedures with Customer.</li> <li>• Conduct a handover call with Customer, Project Management, Technical Consultant and Global Support Center (GSC) to include Customer's HCP for Cloud Scale environment in the GSC Customer profile.</li> </ul>

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 with a telephone 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
- 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 Bucket and retention requirements.
- Confirm design diagram and details.
- Provide SAN storage, if required.
- 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.

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)
- HCP for Cloud Scale Design Document

#### Outcomes

Upon completion of the Service, Customer will have an HCP for Cloud Scale implemented in its data center and configured according to Customer-supplied technical parameters.

## **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 Service(s) commence, completion is expected to be within four (4) weeks.
- C. Customer will have target HCP for Cloud Scale environment available for configuration upon commencement of the Service.
- D. Hitachi reserves the right to use subcontractors in those roles it deems appropriate.

## **VI. 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.