HITACHI CONTENT PLATFORM 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 Content Platform Starter Pack, which includes Replication, Tiering, Virtual Application Delivery Controller ("vADC") and Hitachi Content Monitor ("Content Monitor"). As part of the Service, Hitachi will:

a) Confirm or deploy installation of G-Nodes, S-Nodes, and switches.
b) Enable SSH access to HCP G node if required
c) Generate unique HCP SSH keys for the Customer
d) Install the public SSH package on HCP (SMC or MAPI)
e) Configure storage on Hitachi Content Platform ("HCP") nodes, as required.
f) Create and log in with system user account.
g) Configure HCP with settings for DNS and Time services, verify the expiration of self-signed SSL certificate, and provide knowledge transfer on HCP's usage of each.
h) Explain requirements for HCP's integration with Microsoft Active Directory ("AD") and connect HCP to AD.
i) Review with Customer SNMP, syslog and email alert configuration.
j) Configure HCP and Hi-Track server for monitoring call-home alerts.
k) Configure HCP for Content Monitor integration (as applicable).
l) Configure a service plan to tier data to any available S-Nodes or cloud target.
m) Configure the vADC, if purchased, to manage traffic for the cluster.
n) Create initial Tenants and Namespaces.
o) Configure required access protocols for each Namespace.

The Service is limited as follows:

In terms of	HCP	**this Service includes**	One (1) cluster of up to eight (8) Nodes
In terms of	Tenants	**this Service includes**	Up to five (5)
In terms of	Namespaces	**this Service includes**	Up to three (3)
In terms of	Service plan for storage tiering	**this Service includes**	Up to one (1)
In terms of	Replication link per pair of clusters	**this Service includes**	Up to one (1)
In terms of	HCP S-Nodes	**this Service includes**	Up to two (2)
In terms of	AD	**this Service includes**	Up to one (1)
In terms of	vADC Traffic Manager	**this Service includes**	Up to one (1) instance
In terms of	Content Monitor	**this Service includes**	Up to one (1) instance

For the avoidance of doubt, this Service does not include migration of data or custom application integration. The only tasks that Hitachi will undertake in providing the Service are those specifically set forth in this Exhibit.

II. CUSTOMER RESPONSIBILITIES

a. <u>For the duration of the Service, Customer will provide the following staff:</u>
   i. 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.
   ii. Network, Security, Systems and Storage Administrators and subject matter experts who will respond promptly to Hitachi requests, especially concerning data, documentation and attendance.

b. <u>For the duration of the Service, Customer will provide Hitachi with the following:</u>
   i. A work area with a telephone and access to any facilities and systems necessary for completion of the Service.
   ii. Access to host systems and networks involved, including user access and passwords as necessary.
   iii. 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. <u>For the duration of the Service, Customer will:</u>
   i. Assume all responsibility for its network including connectivity, performance, and configuration issues.
   ii. Have valid licenses for all software covered by this Service, and that all such licenses will cover Hitachi's use of the software.
   iii. 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.
   iv. Review HCP Essentials training videos.
   v. Identify and assign personnel to required roles.
   vi. Provide DNS and Time Service details.
   vii. Provide IP Addresses, network drops, VMs, and open firewall ports as specified in the Configuration Workbook.
   viii. Provide list of needed Tenants and Namespaces, and retention requirements.
   ix. Confirm design diagram and details.
   x. Provide SAN storage, if required.
   xi. Create DNS entries as requested.
   xii. Create Computer Accounts and specific permissions in AD.
   xiii. Provide CA-signed SSL certificated, if required.
   xiv. Create any additional required Tenants and Namespaces.
   xv. Provide a system for validation of each enabled access protocol.
   xvi. Provide connectivity credentials to any cloud storage that will be configured.
   xvii. Configure any additional required tiering service plans.
   xviii. Install and configure Content Monitor (as applicable).
   xix. Attend all knowledge transfer sessions during implementation.
   xx. Provide SNMP and email addresses for alerting.
   xxi. Configure any applications to utilize HCP.
   xxii. Configure any load balancers other than vADC.
   xxiii. Select the topology appropriate to Customer requirements.
   xxiv. Configure failover in DNS or load-balancer, if required.

d. <u>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.</u>

III. DELIVERABLES AND OUTCOMES

Deliverables

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

Outcomes

Upon completion of the Service, Customer will have Hitachi Content Platform Starter Pack with Replication, Tiering, vADC and Content Monitor implemented in its data center and configured according to Customer-supplied technical parameters. Customer will also have participated in knowledge transfer throughout the Implementation Phase that includes an overview of HCP.

IV. 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.

V. 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.