

VSP ONE B85 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 incorporated 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 provide Customer with a VSP One B85 Starter Pack. As part of the Service, Hitachi will:
- a) Install VSP 360.
 - b) Migrate data from an existing, compatible Operations Center Analyzer Detail View instance to VSP 360 Clear Sight Advanced.
 - c) Allocate storage volumes and storage pools to open-systems hosts.
 - d) Enable Hitachi Thin Image Advanced (HTIA) and configure snapshots.
 - e) Review with the customer actionable insights within the Insights tab of VSP 360 Clear Sight Advanced.
 - f) Conduct knowledge transfer session covering how to provide LUNS to servers, manage storage pools including alerts and storage management software and how to identify performance problems with VSP 360 Clear Sight Advanced.

The Service is limited as follows:

In terms of	Open-systems hosts	this Service includes	Three (3) hosts with two (2) volumes each
In terms of	Storage systems	this Service includes	One (1)
In terms of	VSP 360 instances	this Service includes	One (1)
In terms of	Migration from Operations Center Analyzer Detail View	this Service includes	One (1) source instance
In terms of	Hitachi Thin Image Advanced configuration	this Service includes	One (1) snapshot schedule for one (1) LUN for three (3) hosts

The following items are outside the scope of this Service:

For the avoidance of doubt, this Service does not include statistical analysis of Customer’s current storage utilization to guide any disk layout design. A storage performance analysis or tuning service to address Customer’s utilization or performance metrics can be provided by Hitachi and arranged under a separate SOW. In addition, this service does not include implementation/configuration of Hitachi Storage Virtualization Operating System (SVOS) based compression and/or deduplication. Implementation of SVOS-based compression/deduplication can be provided by Hitachi under a separate SOW.

The Service provides design and implementation of Customer’s HDP software environment only and **does not include** any form of data migration to Hitachi storage arrays, nor the physical installation of any hardware components (examples of hardware include, but are not limited to, cables, Storage Systems, servers, host bus adapters (HBAs), and SAN components). Detailed SAN design elements, such as SAN topology, SAN re-engineering, or design for a new SAN environment, are also out of the Scope of the Service. Hitachi offers separate services to accomplish these other objectives.

For VSP 360 migration of Operations Center Analyzer metrics, this Service only provides an upgrade from existing Analyzer Detail View versions compatible with migration to VSP 360. This information is available on the VSP 360 documentation page on docs.hitachivantara.com

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

II. CUSTOMER RESPONSIBILITIES.a) For the duration of the Service, Customer will:

- 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 Core Starter Pack Configuration Workbook.
- Physically connect storage array to SAN.
- Open firewall ports as specified in the Core Starter Pack Configuration Workbook.
- Key Management System, if required, must be ready at the time of the implementation of the VSP One Block Storage starter pack.
- Select the hosts that will be used for SAN connectivity.
- Provide host systems for Hitachi software as specified in the Core Starter Pack Configuration Workbook.
- Provide VDI remote access to the storage array.
- Perform zoning and mount volumes.
- Allocate volumes and connect additional hosts.
- Adjust threshold alerts.
- Migrate data from legacy storage.

III. DELIVERABLE AND OUTCOMES**Deliverables**

The following will be provided to Customer in soft copy:

- Pre-engagement Checklist(s)
- Core Starter Pack Configuration Workbook

Outcomes

Upon completion of the Service, Customer will have a Hitachi storage array 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 storage pools, storage management software, and a brief overview of HTIA and VSP 360.

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.

V. 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).

Advanced Storage Design – for High Performance Environments
Advanced Replication Planning – Universal Replicator, Hitachi TrueCopy or Global-Active Device
Advanced Replication Deployment – Universal Replicator, TrueCopy or Global-Active Device
Data Migration – Non-Disruptive Migration and Global-Active Device-based
Disk Eradication and Data Destruction

VI. COMPLETION CRITERIA AND CUSTOMER 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.