

VSP ONE B85 STORAGE 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, as more fully described herein, provide Customer with a VSP One Block 85 Storage 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) Create and allocate up to two (2) storage volumes from the pools to up to the three (3) hosts.
- d) Enable Hitachi Thin Image Advanced and configure snapshots for three (3) hosts
- e) Review with the customer actionable insights within the Insights tab of VSP 360 Clear Sight Advanced
- f) Review embedded Ansible workflows available to the customer within VSP 360 that do not require Ansible Automation Platform
- g) 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 utilizing VSP 360 Clear Sight Advanced.

The Service is limited as follows:

In terms of	Hosts	this Service includes	Up to Three (3) Open-Systems hosts, with up to Two (2) volumes each, for all the activities below
In terms of	Storage Systems	this Service includes	One (1)
In terms of	VSP 360	this Service includes	One (1) instance
In terms of	Migration from Operations Center Analyzer Detail View	this Service includes	One (1) instance as the migration source
In terms of	VSP 360 Embedded Ansible Workflows	this Service includes	Two (2) Workflows – "Allocate Volume Without Replication - New Host Group" and "Allocate Volume Without Replication - Existing Host Group"
In terms of	Hitachi Thin Image Advanced ("HTIA")	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.

The Service provides design and implementation of Customer's Dynamic Provisioning 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) or software components not explicitly mentioned in this document. 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 Clear Sight Advanced migration of Operations Center Analyzer metrics, this Service only provides an upgrade from existing Analyzer Detail View versions compatible with migration to VSP 360 Clear Sight Advanced. This information is available on the VSP 360 Clear Sight Advanced 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 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.
 - 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 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 Worksheet.
 - Physically connect storage array to SAN.
 - Open firewall ports as specified in the Core Starter Pack Configuration Worksheet.
 - 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 Worksheet.
 - Provide VDI remote access to the storage array.
 - Perform zoning and mount volumes as required.
 - Allocate remaining storage to pools, as required.
 - Allocate volumes and connect additional hosts.
 - As needed, adjust threshold alerts.
 - Migrate data from legacy storage.
- 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.

III. 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)
- Core Starter Pack Configuration Worksheet

Outcomes

Upon completion of the Service, Customer will have a VSP One Storage 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 HDP pools, storage management software, and a brief overview of HTIA and VSP 360 Clear Sight Advanced.

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

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
Advanced Replication Deployment
Data Migration
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.