FILE 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, provide Customer with a File Starter Pack. As part of the Service, Hitachi will:

a) Configure the Storage Pools on the array and present to the VSP One File Platform ("VSP One File") nodes.

b) Configure the VSP One File nodes for storage pools etc.

c) Integrate Customer's VSP One File into Customer's Internet Protocol ("IP") network and configure it according to Customer-supplied technical parameters.

d) Integrate Customer's VSP One File into Customer's security domain to enable connections to the appropriate Customer servers.

e) Build a clustered VSP One File configuration for file sharing that is accessible by NFS and/or SMB clients.

f) Validate the VSP One File integration into Customer's:
   i. IP network
   ii. Name services and security environment
   iii. Client access to shared File systems

g) If applicable, configure Data Migrator to Cloud functionality on the VSP One File.
   i. Work with Customer to set up Hitachi Content Platform ("HCP") namespace, cloud target or external NFS target.
   ii. Reconfigure the Private Network for Data Migrator to Cloud (optional).
   iii. Configure cloud accounts and Migration Paths.
   iv. Configure migration rules and policies.
   v. Test and validate the Data Migrator implementation option.

h) If adding a new Hitachi File cluster to an existing entitled system topology, or deploying multiple VSP One File (s) with multiple starter pack services, Hitachi will:
   i. Implement Replication function following the VSP One File Design Diagram ("Design Diagram").
   ii. Identify replication source and target file systems.
   iii. Create replication policies and schedules.
   iv. Validate Replication functions properly as part of the knowledge transfer session.

i) If applicable, configure Antivirus Integration on the VSP One File.
   i. Integrate Customer's VSP One File into its Antivirus Server infrastructure using ICAP or RPC to enable scanning of Customer's data.
   ii. Test and validate integration of Customer's existing Antivirus scanner with the VSP One File.

j) If applicable, configure NDMP on the VSP One File.
   i. Work with Customer to zone the fabric or connect tape devices.
   ii. Configure NDMP on Customer's VSP One File.

k) Provide instruction to a limited number of Customer's staff regarding Hitachi best practices for the VSP One File use and demonstrate its features and functionality.

The Service is limited as follows:

In terms of		this Service is limited to	
In terms of	Client Sites	**this Service is limited to**	Up to one (1)
In terms of	VSP One File clusters	**this Service is limited to**	Up to one (1)
In terms of	VSP One File nodes per cluster	**this Service is limited to**	Up to two (2)
In terms of	VSP One File File systems	**this Service is limited to**	Up to four (4)
In terms of	VSP One File Virtual Volumes	**this Service is limited to**	Up to four (4)
In terms of	Shares or Exports LUN(s)	**this Service is limited to**	Up to twenty (20), either Server Message Block (SMB) or Network File System (NFS)
In terms of	Windows Security Domains	**this Service is limited to**	Up to one (1)

In terms of	NFS Authentication Methods	**this Service is limited to**	Up to one (1)
In terms of	Enterprise Virtual Servers	**this Service is limited to**	Up to two (2)
In terms of	Hitachi Dynamic Provisioning (HDP) or Hitachi Dynamic Tiering (HDT)	**this Service is limited to**	Up to two (2)
In terms of	Storage Pools	**this service is limited to**	Up to two (2)
In terms of	Snapshot Rules and Schedules	**this Service is limited to**	Up to two (2)
In terms of	Replication Policies and Schedules	**this Service is limited to**	Up to five (5)
In terms of	Data Migrator	**this Service includes**	Up to five (5) Migration Paths
In terms of	Antivirus Server Integration	**this Service includes**	Up to four (4) Antivirus Servers

The following tables reflect Customer's specific environment that will be included in the Scope of this Service:

Table 1 – VSP One File Platform

	Product Description
Hitachi	VSP One File

Table 2 – Storage Systems

	Product Description
Hitachi	G-Series

The following items are outside the scope of this Service:

For the avoidance of doubt, the Service excludes the following:

- Disaster Recovery or Business Continuity integration and/or testing.
- Site to Site failover between VSP One File (s).
- Data Migration into Customer's File Platform.
- Integration of VSP One File into Customer's automated reporting facilities (SNMP).
- Virtual Infrastructure Integration administration of ESX.

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

II. APPROACH. Hitachi will deliver the Service in the following Phases:

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. - 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). - Hitachi will work with Customer to identify all prerequisites and potentially required upgrades prior to commencement of the Service. - 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. <u>The following Work Product will be provided to Customer during the Pre-engagement Tasks Phase:</u> - Pre-engagement Checklist(s)
Kickoff Meeting	Hitachi will: - Conduct a kickoff meeting with key Customer stakeholders to review project Scope, Approach, Work Products and responsibilities of both Parties. - During the kickoff meeting, Hitachi will exchange contract, procedural and schedule information with Customer.

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Planning and Design	Hitachi will: • Work with Customer to assess the readiness of Customer's IP environment for the Service by verifying that Customer's hardware, software and IP environment prerequisites are met. • Design and document the HDP or HDT array pool layout. • Conduct a series of interactive configuration planning and design sessions with Customer. Based on these meetings, Hitachi will create the Design Diagram and Deployment Checklists. The following Work Product will be provided to Customer during the Planning and Design Phase: • VSP One File Platform Design Diagram

Implementation	Hitachi will:
	• Review Customer's hardware installation.
	• Review VSP One File factory settings.
	• Implement and configure the HDP or HDT pools.
	• Implement and configure storage pools and File node(s).
	• Implement VSP One File license keys via the SMU or CLI.
	• Configure and present storage array LUNs to the VSP One File.
	• Configure the VSP One File following the Design Diagram.
	   o Define Cluster.
	   o Set up EVS name(s).
	   o Create Storage Pool(s).
	   o Create WFS-2 File system(s) and Virtual Volume(s).
	• Configure the VSP One File for connection into Customer's configured IP network.
	
	If applicable, Hitachi will:
	• Integrate the VSP One File into Customer's naming services (Microsoft® Active Directory).
	• Create Shares.
	
	If applicable, Hitachi will:
	• Integrate the VSP One File into Customer's naming services (NIS or LDAP).
	• Create Exports.
	
	If applicable, Hitachi will:
	• Implement Snapshots following the Design Diagram.
	• Set up snapshot creation and deletion schedules.
	• Validate snapshot functions properly as part of the knowledge transfer session.
	
	If adding a new VSP One File to an existing entitled system topology, or deploying multiple VSP One File (s) with multiple starter pack services, Hitachi will:
	• Implement Replication function following the Design Diagram.
	• Identify Replication source and target file systems.
	• Create Replication policies and schedules.
	• Validate Replication functions properly as part of the knowledge transfer session.
	
	If applicable, Hitachi will:
	• Work with Customer to set up the HCP Namespace, cloud target or external NFS target.
	• Reconfigure Private Network for Data Migrator to Cloud, if applicable.
	• Configure cloud accounts and Migration Paths.
	• Configure migration rules and policies.
	
	If applicable, Hitachi will:
	• Integrate Customer's VSP One File into an existing Antivirus Server infrastructure using ICAP or RPC to enable scanning of Customer's data.
	• Point Customer's Antivirus Scanners to the EVS(s) setup.
	
	If applicable, Hitachi will:
	• Work with Customer to zone the fabric or connect tape devices.
	• Configure NDMP on Customer's VSP One File.
	
	The following Work Product will be provided to Customer during the Implementation Phase:
	• Completed Deployment Checklists

Testing and Validation	Hitachi will: • Integrate VSP One File into Customer's IP network. • Integrate VSP One File into Customer's naming services and security environment. • Validate Client access to shared File systems. • Validate platform features as configured. The following Work Product will be provided to Customer during the Testing and Validation Phase: • VSP One File Platform Test Plan
Knowledge Transfer	Hitachi will provide up to one (1) knowledge transfer session of up to four (4) hours long to a limited number of Customer's technical staff regarding the implementation details of the Customer's newly configured VSP One File.

Project Closure	Hitachi will: • Review the final Hitachi File Services Platform implementation with Customer. • Review troubleshooting, support, and escalation procedures with Customer. • Review training options with Customer. • Review sign-offs with Customer.

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.
- 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:
- Communicate with the designated Project Coordinator and make its appropriate staff available to participate in the project activities as required, including a technical lead person for preliminary and onsite data gathering and implementation planning.
- Customer will make its subject matter experts available to Hitachi when both onsite and offsite as needed to perform the Service.
- Respond promptly to Hitachi requests, particularly concerning data, documentation, and attendance.
- Provide Hitachi with appropriate access to host systems and networks involved, including user access and passwords as necessary.
- Provide all necessary TCP/IP connectivity required for implementation of the VSP One File.
- Provide a physical or virtual Windows servers running Windows 2008 R2, 2012 or 2016 Operating Systems which will be used.
  - A Windows server for SMB validation and testing.
- Validate with Hitachi that the Storage Systems included in the Scope of this project have been physically installed and are operational.
- Assume all responsibility for its network, including connectivity, performance, and configuration issues.
- Provide a Windows workstation that has the capability to gain access to Customer's Storage Navigator Modular program or Hitachi Ops Center Administrator software.
- Provide valid licenses for all software that is covered by this Service, and ensure that all such licenses will cover Hitachi's use of software.

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)
- VSP One File Platform Design Diagram
- Completed Deployment Checklists
- VSP One File Platform Test Plan

Outcomes

Upon completion of the Service, Customer will have a File Starter Pack, which includes VSP One File integrated into its IP network and configured according to Customer-supplied technical parameters. Customer will have also participated in one (1) knowledge transfer session of up to four (4) hours long regarding the implementation details of the newly configured VSP One File.

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 between two and three 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).

Custom File Platform Deployment Services
File Data Migration

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.