

LUMADA EDGE INTELLIGENCE 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 Lumada Edge Intelligence Starter Pack (“Service”). As part of the Service, Hitachi will:

- a) Conduct a planning and design workshop.
- b) Install the Lumada Edge Intelligence software on a one or two single devices.
- c) Configure the basic application and deploy one of the following custom configurations:
 - a. Third party API integration
 - b. Streaming analytics configuration
 - c. Modbus configuration
 - d. Custom app design/development
- d) Test the configuration.
- e) Configure Monitoring.
- f) Conduct a knowledge transfer session.

The Service is limited as follows:

In terms of	Devices	this Service includes	Up to Two (2) Devices
In terms of	Gateways	this Service includes	Up to Two (2) Gateways
In terms of	Custom Configurations	this Service includes	One (1) Custom Configuration up to Twenty (20) hours. The possible Custom Configurations are: <ul style="list-style-type: none"> • Third party API integration • Streaming analytics configuration • Modbus configuration • Custom app design/development
In terms of	Provisioning	this Service includes	One (1) provisioning and configuration of the Apple iOS app, when Gateway deployment is involved.
In terms of	Monitoring	this Service includes	Up to Three (3) management alerts.
In terms of	Knowledge Transfer and Closeout Session	this Service includes	One (1) session up to Twelve (12) hours.

The following items are outside the scope of this Service:

- Development of custom alerts and/or related automated delivery mechanism.
- Any additional customizations like:
 - ETL
 - Reporting and Dashboards
 - Integration with other APIs than mentioned and agreed upon in the SOW above
- Additional data sources or devices other than what is agreed upon.
- Basic LDAP Security Configuration will be part of the base starter package, SAML/Kerberos configuration is out of scope.
- Installation of other 3rd Party software.

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>Pre-engagement Tasks</p>	<ul style="list-style-type: none"> 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. <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"> Pre-engagement Checklist(s)
<p>Kickoff Meeting</p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> 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.
<p>Planning and Design</p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> Review available configuration, license, and service information from sales activities. Provide an overview of the software packages and services scope sold as part of the Order and review anticipated use cases for each. Validate key point that will dictate deployment decisions. Validate software layout to each server. Validate sizing and data requirements. (Users, data volume, frequency). <p><u>The following Work Products will be provided to Customer during the Planning and Design Phase:</u></p> <ul style="list-style-type: none"> Solution Design Document
<p>Implementation</p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> Validate environment readiness. Deploy/install to the agreed architecture using Lumada Edge Manager. Implement security configuration (LDAP integration and/or adding users). Provision Apple iOS app (only if gateway is included). Implement asset management configuration. Implement data route configuration. Configure monitoring and management alerts. <p>Based on the chosen custom configuration option, Hitachi may:</p> <ul style="list-style-type: none"> Implement 3rd party integration. Implement streaming analytics configuration. Implement Modbus configuration. Implement custom app (containerization, YAML files, resource allocation).
<p>Testing and validation</p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> Validate each subsystem. Ensure smoke tests work on each system. Shutdown and restart all service and validate the whole system.
<p>Knowledge Transfer</p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> Conduct knowledge transfer session covering Lumada Edge Intelligence environment. Demonstrate application and chosen custom configuration. Provide one (1) four (4) hour knowledge transfer session to Customer.
<p>Project Closure</p>	<p>Hitachi will:</p> <ul style="list-style-type: none"> Make recommendations to Customer for follow-up activities and services. Review the final implementation and Work Products with Customer. Review Service-related documents with Customer. Review troubleshooting, support, and escalation procedures with Customer. <p><u>The following Work Products will be provided to Customer during Project Closure:</u></p> <ul style="list-style-type: none"> Operational Runbook Documentation

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 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 Solution Design Document.

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)
- Solution Design Document
- Operational Runbook
- Documentation

Outcomes

Upon completion of the Service, Customer will have a Lumada Edge Intelligence Starter Pack implemented and configured according to Customer-supplied technical parameters. Customer will also have participated in a knowledge transfer session.

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. 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.