

UCP HC 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 Unified Compute Platform Converged Infrastructure Starter Pack (UCP HC). As part of the Service, Hitachi will:

- a) Conduct pre-engagement site readiness for the UCP HC Solution.
- b) Provide project management and coordination for the duration of the Service.
- c) Obtain customer-specific configuration parameters to be used as input for the deployment of UCP HC.
- d) Configure and deploy the UCP HC solution according to the supplied customer-specific parameters.
- e) Conduct a Knowledge Transfer session with Customer of the UCP HC solution.

The Service is limited as follows:

In terms of	Customer sites	this Service includes	One (1) customer site
In terms of	UCP HC	this Service includes	One (1) UCP HC Solution
In terms of	UCP Advisor Virtual Machines	this Service includes	One (1) UCP Advisor Controller and one (1) UCP Advisor Gateway
In terms of	Additional Management VMs	this Service includes	Up to one (1) vRealize Log Insight (vRLI) appliance and up to three (3) Hitachi Infrastructure Content Pack for VMware vRLI
In terms of	Configure Ethernet Network	this Service includes	Up to two (2) Top-of-Rack (TOR) switches and one (1) management switch
In terms of	Total number of Servers	this Service includes	Up to eight (8) Hitachi Advanced Servers
In terms of	Deploy and configure vSAN enabled clusters	this Service includes	Up to two (2) Clusters
In terms of	Fault Domains	this Service includes	Up to two (2) Fault Domains
In terms of	Platform Management	this Service includes	Up to one (1) VCSA and up to one (1) AD or LDAP integration
In terms of	Virtual Networking	this Service includes	Up to one (1) Virtual Distributed Switch and four (4) Port Groups

The following items are outside the scope of this Service:

For the avoidance of doubt, this Service does not include

- The installation and configuration of any vCenter other than the VCSA specified in scope
- The configuration or integration with any existing AD/LDAP subdomains, where the domain identified in Scope Boundaries is the root of a logical forest.
- The configuration or integration with any Backup Software.

Additional services are available if any of the foregoing exclusions are requested.

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:

Pre-engagement Tasks	<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)
Kickoff Meeting	<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.
Planning and Design	<p>Hitachi will:</p> <ul style="list-style-type: none"> Meet with Customer to gather required configuration information. Create the Configuration Workbook based on input from Customer. Confirm information provided by Customer. <p><u>The following Deliverable will be provided to Customer during the Planning and Design Phase:</u></p> <ul style="list-style-type: none"> Configuration Workbook
Implementation	<p>Hitachi will:</p> <ul style="list-style-type: none"> Configure UCP HC based on Customer-supplied technical parameters and validated design Configure Out-of-Band networking for all components in UCP HC. Configure Top-of-Rack (TOR) networking and integrate into Customer network. Deploy and configure VMware VCSA, Virtual Networking, where applicable. Deploy and configure Hitachi UCP Advisor Virtual Machines. Integrate VCSA into a single instance AD or LDAP Domain, where applicable. Deploy VMware vRLI and Hitachi Infrastructure Content Packs for VMware vRealize Infrastructure Log Insight, where applicable.
Testing and Validation	<p>Hitachi will test and validate:</p> <ul style="list-style-type: none"> The UCP HC configuration for feature and functionality of product as advertised All hardware accessible via management network. UCP Advisor VMs are accessible via Customer's IP Network
Knowledge Transfer	<p>Hitachi will:</p> <ul style="list-style-type: none"> Provide a knowledge transfer session to a limited number of Customer's technical staff throughout the delivery of the Service, which includes a basic overview on the implementation and configuration parameters and features and functionality of the UCP HC appliance.
Project Closure	<p>Hitachi will:</p> <ul style="list-style-type: none"> Review the final implementation with Customer. Review Service-related documents with Customer. Review troubleshooting, support, and escalation procedures with Customer. Conduct a handover call with Customer, Project Management, Technical Consultant, and Global Support Center (GSC) to include Customer's UCP HC Implementation Service in the GSC Customer profile. <p><u>The following Deliverable will be provided to Customer during the Project Closure Phase:</u></p> <ul style="list-style-type: none"> As-built Document

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 all licenses will cover Hitachi Vantara use of the software.
 - Complete all prerequisites and documentation detailing its current system(s), server(s), number of hosts of each operating system, etc. prior to the scheduling of the Service.
 - Identify and assign personnel to needed roles.
 - Participate in planning exercises to complete the UCP HC Configuration Workbook.
- 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. DELIVERABLES AND OUTCOMES

Deliverables

The following Deliverables will be provided to Customer in either hard or soft copy depending on Customer requirements:

- Pre-engagement Checklist(s)
- Configuration Workbook
- As-Built Document

Outcomes

Upon completion of the Service, Customer will have a UCP HC implemented in its data center and configured according to Customer-supplied technical parameters. Customer will also have participated in a knowledge transfer session, which includes a basic overview on the implementation and configuration parameters, features and functionality of the UCP HC Solution.

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.