

HITACHI OPS CENTER PROTECTOR STARTER PACK – LOCAL REPLICATION

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 Hitachi Ops Center Protector Starter Pack – Local Replication. As part of the Service, Hitachi will:

- a) Identify the Master Node and additional Nodes within Customer’s environment.
- b) Work with Customer to install Hitachi Ops Center Protector on Master Node.
- c) Configure a policy for each of the Hitachi In-System Replication products.
- d) Create Protector data flows to automate replication environment by applying Protector policies to volumes.
- e) Demonstrate and conduct knowledge transfer on Protector usage and recommended In-System Replication practices.

The Service is limited as follows:

In terms of	Master Nodes	this Service includes	One (1)
In terms of	Storage Systems	this Service includes	One (1)
In terms of	Storage Orchestration	this Service includes	In-System Replication Only
In terms of	Protector protection policies and data flows	this Service includes	Three (3) (In-System Only)

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 Thin Image pools.

The Service provides design and implementation of Customer’s Protector 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.

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 conduct configuration planning and design meetings with Customer. Based on these meetings, Hitachi will:</p> <ul style="list-style-type: none"> • Discuss In-System Replication plans.

	<ul style="list-style-type: none"> Review available configuration, license and service information from sales activities. Guide the customer to select test or development hosts/volumes as examples to be used for data protection with In-System Replication. Work with Customer to create the “Protector tab of the Core Starter Pack Configuration Workbook”. Review with Customer the design and architecture documented in the Protector tab of the Core Starter Pack Configuration Workbook. <p><u>The following Work Product will be provided to Customer during the Planning and Design Phase:</u></p> <ul style="list-style-type: none"> Protector tab in the Core Starter Pack Configuration Workbook
Implementation	<p>Hitachi will:</p> <ul style="list-style-type: none"> Install Protector software on the Master Node and configure communication. Configure a policy for each of the In-System Replication products. Create Protector data flows to automate replication environment by applying Protector policies to volumes. <p><u>The following Work Product will be provided to Customer during the Implementation Phase:</u></p> <ul style="list-style-type: none"> Updated Protector tab in the Core Starter Pack Configuration Workbook
Knowledge Transfer	<p>Hitachi will provide knowledge transfer, of up to four (4) hours long, to a limited number of Customer’s technical staff. Knowledge transfer includes a basic overview of the In-System Replication, standard replication data flows, consistency groups, configuration parameters, features and functionality of Protector.</p> <p><u>The following Work Product will be provided to Customer during the Knowledge Transfer Phase:</u></p> <ul style="list-style-type: none"> Knowledge Transfer Presentation
Project Closure	<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.

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 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 Workbook
- Physically connect storage array to SAN.
- Open firewall ports as specified in the Core Starter Pack Configuration Workbook.
- 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.
- Perform zoning and mount volumes as required.
- Create additional storage pools, if 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.

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)
- Protector tab in the Core Starter Pack Configuration Workbook
- Knowledge Transfer Presentation

Outcomes

Upon completion of the Service, Customer will have Hitachi Ops Center Protector Starter Pack – Local Replication 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 a basic overview of the In-System Replication, standard replication data flows, consistency groups, configuration parameters, features and functionality of Protector.

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. 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.