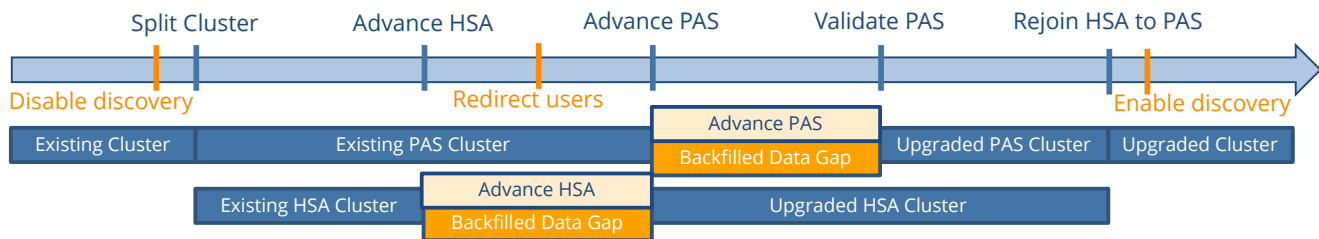**Premium Plus Option**

- The SevOne Platform Advancement Premium Plus Option is available to all customers who require a seamless transition, with reporting and alerting of their infrastructure plus full data continuity, during the upgrade process.
- Premium Plus Option leverages a SevOne Hot Standby Appliance (HSA)* for each of the appliances in an existing SevOne Cluster.
- During the upgrade process, the SevOne Cluster is split into two separate standalone clusters and each cluster side is advanced to the required target version. Prior to rejoining the cluster to re-initiate the SevOne Hot Standby functionality, we will perform the required HSA to PAS data backfill to maintain data continuity with the new software version.
- With this option, customized implementations are scoped out and included as part of upgrade process to ensure continued operability in the new version. This may include customizations delivered through our Professional Services group like xStats adapters, CMDB integrations, external portals, custom reporting scripts and more.

*If you don't currently have SevOne HSA deployed, there are additional upgrade implementation options for Premium and Premium Plus options that can be discussed during the SevOne Platform Services planning process.

ENGAGEMENT PRE-REQUISITES

- Customer has completed the deployment of the physical/virtual SevOne appliances.
- Customer has worked with SevOne Support organization to peer appliances into a SevOne cluster.
- Customer is responsible for ensuring all communication ports/ACLs are open.
- Customer has access to all devices in the environment that are targeted for SevOne collection.

SERVICE ENGAGEMENT PROCESS

- Upon receipt of customer's request and/or purchase order for this engagement, a SevOne Platform Services representative will contact customer's point of contact to review scope of project and timeline for delivery.
- SevOne will conduct pre-advancement checks to confirm readiness for the upgrade.
- At the end of the project, SevOne will conduct post advancement checks to ensure all work has been completed.
- For the Premium options, a milestone completion email will be sent to document completion on all related deliverables.

TERMS AND ASSUMPTIONS

- Services will be invoiced according to the terms specified in the SOW as applicable.
- These offerings are governed by the applicable terms and conditions available at https://www.sevone.com/sites/default/files/sevone-professional-services-terms-and-conditions.pdf (the "Agreement"), the terms of which are incorporated by this reference. Notwithstanding anything to the contrary, if there is a mutually signed agreement (not including any purchase order or similar document) between SevOne and Customer expressly covering the sale of professional services as of the date of this offering, then the express terms of that agreement will govern and will be deemed the Agreement.
- Off hours activities (between 2 AM EST on Saturday and 2 AM EST on Monday, and holidays) are not covered and should be agreed upon separately.
- All services shall be performed remotely and Customer shall provide remote access via VPN or other method for completion of work.
- If Customer requires on-site work, actual costs for travel and expenses shall be invoiced back to Customer.
- Customer shall make necessary personnel and systems available for completion of work.
- Customer shall provide an internal project manager who will facilitate the exchange of information, and act as a liaison to work with SevOne and internal stakeholders.
- SevOne is not responsible for any non-SevOne delays; such network connectivity, and shall count hours worked around such issues.