

[Platform Advancement – Virtual Migration]

SERVICE OVERVIEW

SevOne Virtual Migration is a set of SevOne Professional Services designed to help migrate your existing SevOne Data Appliance software running on SevOne Hardware to run as a virtual appliances, while maintaining data integrity.

WHY MIGRATE?

Appliance Warranty Expiration

- If you have been running SevOne Data Appliance software on SevOne Hardware for more than three years, you may be approaching the end of the hardware manufacturer’s maintenance. Warranty expiration introduces the risk of costly repairs in the event of hardware failures.
- You should begin planning for a migration when your SevOne Hardware reaches three years to ensure business continuity, prevent hardware obsolescence, and for currency of maintenance agreements.

Virtualization

- Many of our customers have invested in virtualizing their compute infrastructure to reduce the capital cost of maintaining physical servers. For these customers, installing the virtual appliance version of SevOne Data Appliance software can provide increased deployment flexibility and operational cost savings.

DELIVERABLE DESCRIPTION

SevOne will replace your SevOne Hardware with virtual software appliances to save on maintenance cost and to leverage your investment in virtual infrastructure, while maintaining data integrity.

SevOne Virtual Migration requires multiple maintenance windows to execute. By proactively planning with you, we can provide a mutually agreeable timeframe in which to perform the migration and meet your business needs.

- This deliverable is comprised of the following high-level tasks:
 - Data consistency and health checks
 - Addition of the new virtual appliances to your existing cluster
 - Migration of configuration and/or devices, and historical data
 - Validation of success
- Additional options are available to all customers that have unique requirements and require additional services. These variations include:
 - Customer-specific implementation and configuration, such as xStats adapters or custom scripts
 - Consolidations (e.g. reducing the number of appliances by moving to larger density implementations)
 - Split (e.g. increasing the number of appliances by moving to smaller deployments)
- The fee for this service is determined based on scope of work and requires a Statement of Work (SOW).

APPLICABLE PRODUCTS

- SevOne Data Appliance NMS
- SevOne Data Appliance DNC

ENGAGEMENT PRE-REQUISITES

- Virtualization environment meeting all SevOne virtual appliances specification, ready to host the infrastructure.
- Sufficient IP space and bandwidth to cluster and access to both the original and new appliances simultaneously.
- Existing SevOne Data Appliance implementation running the latest software maintenance release of either of the two most current software release versions.
- Existing SevOne Data Appliance implementation and new virtual appliances running the same software version.
- Customer supplied hardware to run SevOne virtual appliances should have equal or more capacity to the original SevOne Hardware.

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 offers project management to coordinate the technical steps and timelines necessary to execute the data migration in compliance with your requirements and change control process.
- SevOne will conduct pre-advancement checks to confirm readiness for the migration.
- At the end of the project, SevOne will conduct post-advancement checks to ensure all work has been completed.
- 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.
- This offering is 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.