

EMC Celerra QuickStart: Celerra Replicator Module - CTL-EMC-BAS-ADREP

This Avnet Technology Solutions (“Avnet”) *Service Brief* details the EMC Celerra® QuickStart: Celerra Replicator Module service. This service offering provides the configuration of Celerra Replicator V2 on up to six existing file systems, up to 1 TB, for remote replication between two sites. You must combine this service with one of the Celerra Base Implementation services: *EMC Implementation for Celerra CIFS QuickStart* (CTL-EMC-BAS-IMCIFS), *EMC Implementation for Celerra NFS QuickStart* (CTL-EMC-BAS-IMNFS), or *EMC Implementation for Celerra iSCSI QuickStart* (CTL-EMC-BAS-IMIACS).

Project Scope

Avnet personnel or authorized agents shall be assigned to work closely with Customer staff to perform the following services (“Services”) within the Term specified above:

- Meet with the Customer to ensure that the environment and operational implementation requirements (hardware, software, and infrastructure) are met by Customer, and provide the Customer with a list of required or beneficial updates.
- Plan and estimate schedule for the configuration tasks for the Services.
- Plan and design the Celerra Replicator implementation.
- Validate existing Celerra environments for the remote Celerra Replicator implementation.
- Perform the *EMC Celerra QuickStart: Celerra Replicator Module* service implementation within the Customer’s environment as defined in this *Service Brief*.
- Configure required *EMC Celerra QuickStart: Celerra Replicator Module* service configuration resources as defined in this *Service Brief*.

- Verify the configuration results.
- Review the acceptance requirements with Customer-assigned resource(s).
- Provide a *Configuration Guide* using the information collected from the Networked Storage Designer (NSD) Tool.
- Provide the documentation to the Customer specified in the “Materials” section below.
- Conduct a basic product *Functional Overview* to familiarize the Customer with the implemented Celerra Replicator, demonstrating the normal operations as installed in the Customer’s environment.

Note: Such *Functional Overview* relates to the Customer’s storage environment and is not a substitute for the formal EMC product Customer Education courses available. EMC strongly encourages attendance at Customer Education classes to gain further insight into the product architecture and its integration.

Materials

The following *EMC Celerra QuickStart: Celerra Replicator Module* service materials are provided in connection with this Service:

- *Test and Acceptance Plan*, which may include a basic *Functional Overview* to demonstrate Celerra Replicator capabilities.
- *Configuration Guide* documenting the implementation described in the “Project Scope” section above.

Avnet Staffing

Avnet provides ASN certified personnel to perform the Services specified in the “Project Scope” section above.

Customer Responsibilities

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges.
- Make appropriate system maintenance window(s) available for Avnet as needed to prepare equipment.
- Ensure that all environment and operational requirements are met prior to commencement of the Services.
- Provide access to the Customer’s systems and networks as necessary to perform the Services during Avnet’s normal business hours, or at mutually agreed times.
- Provide support from technical support teams for all vendors and third parties, as necessary.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Verify that the work site is prepared prior to the commencement of the Services.
- Provide an existing Celerra file server environment running the latest NAS code and up to six file systems for Celerra Replicator implementation.
- Provide network information for remote Celerra Replicator.
- Provide Replication V2 license, which should have been purchased prior to the Celerra Replicator implementation.

Service Duration

- The anticipated Service start date is within two (2) weeks or a mutually agreed upon start date after receipt and approval by Avnet of the Customer’s purchase order for this Service.
- Subject to Customer satisfying the “Customer Responsibilities” specified above, Avnet estimates that it will complete the Services within 22 hours after

the actual start date (based on performance on consecutive days during Avnet’s normal business hours). Unless otherwise specified or agreed by Avnet, the Services are performed on consecutive days.

Service Scope Exclusions/Changes

Any additions or changes to the Service scope must be mutually agreed upon by Avnet and the Customer in a separate Avnet *Statement of Work* detailing the proposed changes, the impact of the proposed change on pricing and schedule, and other relevant terms. Depending on the scope of such additions or changes, Customer may be required to sign Avnet’s then-current standard terms and conditions for professional services. Such changes include, but are not limited to:

- Any additional hardware configuration not listed in this *Service Brief*.
- Any change to the hardware configuration listed in this *Service Brief*.
- Modification of the Customer’s application software.
- Development of custom solutions including, without limitation, scripting.
- Multiple, basic installation services requiring project management services.
- Any Celerra Replicator conversion (Version 1 to Version 2).
- Any Celerra Replicator one-to-many replication sessions.
- Any Celerra Replicator cascading replication session.
- Celerra Replicator Version 1.

Fixed Bid Service Fee and Invoicing Schedule

- The Services described in this *Service Brief* are delivered on consecutive days during Avnet’s normal business hours (9:00 A.M.–5:30 P.M. local time, M–F, excluding Avnet and local holidays).
- Invoices are issued upon Avnet’s receipt and approval of the Customer’s purchase order.
- Customer authorizes Avnet to invoice for and shall pay additional amounts related to performance outside Avnet’s normal business hours or consecutive days.