

EMC Implementation for Centera 4-Node - CTL-EMC-EXP-CI4

EMC[®] *Implementation for Centera™ 4-Node* addresses the need for organization and communication during IT projects. This remote service covers the planning, design, and implementation for a single 4 node Centera. It mitigates the risk inherent when technology changes are made in the environment. Using Avnet's proven project management methodologies, projects run smoothly and finish on time and within budget, allowing customers to more quickly recognize value from their EMC Centera investment. This service is ideal for customers requiring standard remote project management and solution assurance when purchasing a Centera for use with an Independent Software Vendor (ISV) or homegrown application.

Project Scope

Experienced Avnet service personnel work closely with customer staff to deliver the *EMC Implementation for Centera /4-Node*. During this engagement, Avnet does the following remotely:

- Coordinates all resources (Avnet and customer) necessary to complete the remote installation.
- Introduces the implementation team to the customer via a con call.
- Provides the customer a questionnaire regarding needs and updates related to the implementation.
- Generates a Configuration Change Request Form (CCRF) according to the questionnaire and EMC best practice.
- Validates Centera configuration against the CCRF.
- Configure up to one access profile and one virtual pool.
- Implements a configuration of a single cluster and up to four access nodes/IP.
- Completes remote acceptance testing per the *Test and Acceptance Plan*.

- Conduct management tools overview and product overview (reviewing *Operations Guide*) via con call

Deliverables

The following *EMC Implementation for Centera /4-Node* deliverables are provided remotely:

- Implementation as defined in the *Project Scope* section above.
- *Configuration Guide* documenting the implementation.
- *Test and Acceptance Plan*.
- Product Functional Overview session (based on the *Operations Guide* through demonstration of the system capabilities).
- An operational EMC Single 4-node Centera environment as defined in the Project Overview and Project Scope paragraphs above.

Avnet Staffing

Avnet provides experienced Professional Services personnel to perform the tasks listed above.

Customer Responsibilities

- Provide at least one technical contact with system administration responsibilities and appropriate system/information access privileges to perform this service.
- Make appropriate system maintenance window(s) available for Avnet as needed to prepare equipment.
- Ensure all environment and operational requirements are met prior to implementation.
- Provide access to the customer's systems and networks as necessary to perform the services during normal business hours, or at mutually agreed timeframes.
- 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 the equipment location (work site) is prepared to perform the engagement services.

Engagement Duration

- The anticipated engagement start date is within two (2) weeks or an agreed upon start date after receipt and approval by Avnet of the customer's purchase order for this engagement.
- Avnet expects to complete this engagement within three days after the actual start date (based on performance on consecutive days during Avnet's normal business hours). Unless otherwise specified or agreed by Avnet, service is performed on consecutive days.

Engagement Scope Exclusions/Changes

Any additions or changes to engagement scope must be stated in a separate Avnet *Statement of Work* detailing the changes, and the impact on pricing, and timeframes. Such changes include, but are not limited to:

- Any additional hardware configuration not listed in this document.
- Modification of the customer's application software.
- Development of custom solutions including scripting.
- Multiple, basic installation services requiring Project Management services.
- On site presence.

Fixed Bid Engagement Fee and Invoicing Schedule

- The engagement is delivered on consecutive days during normal business hours (9:00AM–5:30PM local time, M–F, excluding local holidays).
- Invoices are issued upon Avnet's receipt and approval of the customer's purchase order.
- Customer authorises Avnet to invoice for and shall pay additional amounts related to performance outside normal business hours or consecutive days, and reimbursement of travel-related expenses.