

[Platform Advancement – Hardware Migration]

SERVICE OVERVIEW

SevOne Hardware Migration is a set of SevOne Professional Services designed to help refresh your SevOne Hardware that is out of warranty or nearing warranty expiration. Warranty expiration introduces the risk of costly repairs in the event of hardware failures.

You should begin planning for a migration when the hardware reaches three years to ensure business continuity, prevent hardware obsolescence, and for currency of maintenance agreements. Refreshed hardware can deliver higher performance for our most current software versions.

DELIVERABLES DESCRIPTION

SevOne will replace your hardware appliances that are out of warranty, or nearing warranty expiration, with new physical appliances, while maintaining data integrity.

SevOne Hardware 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.

Standard Option

- The Standard Option is available for replacement of existing hardware with new physical appliances. The service includes adding the new appliance(s) to your existing cluster, replicating and validating data, failing over to the new environment, and wiping software and data from the old hardware.
- The fee for this service is determined based on the number of appliances to be migrated.
- This deliverable is comprised of the following tasks:
 - Data consistency and health checks
 - Addition of the new physical appliance to your existing cluster
 - Migration of configuration and historical data
 - Validation of success

Note: Data that does not replicate to the SevOne Cluster™ Hot Standby Appliance (e.g. raw NetFlow data) is out-of-scope for the Standard Option.

APPLICABLE PRODUCTS

- SevOne Data Appliance NMS
- SevOne Data Appliance DNC

Premium (Customization) Option

- The Premium Option is available to all customers that have unique requirements and require services in addition to the Standard Option. These variations include:
 - Customer-specific implementation and configuration, such as xStats adapters or custom scripts
 - Consolidations (e.g. reducing the number of SevOne hardware appliances by moving to larger appliances)
 - Split (e.g. increasing the number of SevOne appliances by moving to smaller appliances)
- The Premium Option is available at an additional fee above the Standard offering based on scope of work and requires a Statement of Work (SOW).

ENGAGEMENT PRE-REQUISITES

- Sufficient rack space, power, and cooling to install new SevOne Hardware in parallel with the existing SevOne Hardware implementation.
- 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 Hardware and new SevOne Hardware running the same software version.
- New SevOne Hardware should have equal or higher specifications when compared to existing implementation.
- Existing SevOne hardware and planned new hardware implementation remotely accessible by SevOne.

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.
- For the Premium option, a milestone completion email will be sent to document completion on all related deliverables.

TERMS AND ASSUMPTIONS

- Services will be invoiced upon delivery for the Standard option and according to the terms specified in the SOW for the Premium (Customized) option.
- 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.