

Service Overview

The Direct Migrator Services (“Services”) are available to Arctera Insight Services customers, including eDiscovery, Information Governance, and Surveillance customers (“SaaS Service(s)”) as further described in these services terms (“Services Terms”). These Services Terms supplement the Arctera Insight Terms and Service Description on <https://www.arctera.io/license-agreements> (“Service Description”). Terms not defined herein have the meaning provided in the Terms and Service Description. Further information on the Services may be found in the M365 Collector Agent Administration Guide (“Admin Guide”), available on the support pages.

Scope of Services

Overview

Customer must be moving from M365 (Exchange Online) environment to a SaaS Service to be eligible for Direct Migrator Services. Arctera will use Direct Migrator as part of the ingestion process to move that data into the Service archive.

Scope

The scope of these Services covers the migration of the following types of data to a SaaS Service:

- Customer’s email data in supported mailbox types per the Admin Guide up to the maximum number of gigabytes (“Maximum Migration Threshold”) specified in the Services Instrument for Data Import/Ingestion and Storage (typically, the quantity of gigabytes called out in an authorized quote, PO, and/or other service order document). Please note that, per the Service Description, a SaaS Service has a Shared Storage Allocation and the ingestion of Customer’s email data from Exchange Online will count against that quota.

Note:

The Maximum Migration Threshold is generally set forth in the Customer’s purchase order as the amount of data to be imported and is based upon the amount of data that needs to be sent to the SaaS Service for importing/processing (“Data Imported”) and storage. Estimating this amount is best done by using the Exchange reports provided by Microsoft and adding up the items to be captured for all mailboxes (including archives if applicable) to be migrated.

Functional Requirements:

Environment

- Customer shall provision and/or administer systems, OS, DNS, user/service accounts, applications, storage, networking, DNS records, and DNS aliases
- Arctera requires independent remote access to the migration environment such as via VPN or Citrix to the migration and SQL servers

- To run the M365 Collector Agent application, a typical installation uses a single SQL Server and multiple Agent servers with M365 Collector Agent services installed. For a collection of 500 mailboxes or less, 1 agent node is sufficient. Exact recommended count will be determined during migration planning.

Planning

- Customer shall present documented application maintenance plans and other planned outages to Arctera project team

Implementation

- Customer is responsible to finalize pre-requisites prior to Arctera beginning the IMPLEMENT phase and migration activities
- Customer shall track, resolve, and document unplanned application outages as there is the potential for data loss or an increase in the migration timeline if such occur.
- Multiple attempts will be made to process failed messages. If it is determined these messages cannot be migrated, the failed messages will be reported as an exception, and a report outlining the failed messages will be generated and provided to the Customer at the end of the migration.
- If extracted data totals increase beyond those purchased by Customer per the Services Instrument, the parties shall execute a Change Order to address the handling of any extra data
- Customer must keep Arctera’s remote access capabilities to the migration environment running at all times
- Arctera will provide project management services to manage Arctera’s own activities according to the implementation plan. If Customer requires more comprehensive project management services for the overall project, then the customer must provide these project management services.



Phased Delivery Scope:

Arctera will lead the phased delivery activity as follows:

PHASE	EXPECTED ACTIVITY
PLAN	1. Conduct Engagement Planning Sessions Relative to: <ul style="list-style-type: none">• Identify Stakeholders• Review roles and responsibilities against scope of services• Identify communication and escalation plans• Identify Customer’s change control & maintenance window schedule, backup schedules, and system downtime availability• Review and validate the basic project overall which includes the discussion of static or live environment, cutover dates, sizes, quantities, journals and/or mailbox archives, exceptions or exclusions, subject or date filters, restrictions or limitations, etc.

PHASE	EXPECTED ACTIVITY
	<ul style="list-style-type: none"> Review and validate basic project pre-requisites from and for the atlas archive requirements such as tenancy, journaling, archive collections enabled, journaling steps, account synching and training for admins Review and validate basic project pre-requisites against hardware/software compatibility/requirements of which the DESIGN phase will define the actual Migration and SQL quantities/pre-requisites Identify expected project timeline start and need to finish by dates Provide initial estimate project timeline based on a rough estimate of about 0.5 TB to 2 TB per day (low-side, high-side), with an additional 15-20% time cushion for final troubleshooting and any closing items that may need specific attention, once the project is past the IMPLEMENT/Pilot phase <p>1.1 Deliverable: Stakeholders Review; Communication; Change; Project Planning</p> <p>MILESTONE PR: PLAN REVIEW complete and ready to begin DESIGN phase</p>
DESIGN	<p>1. M365 (Exchange Online) Migration Planning</p> <p>Customer shall:</p> <ul style="list-style-type: none"> Coordinate resources to assist in gathering information for the migration readiness and planning for review by Arctera Work with Arctera Program Management Office to schedule the project timeline <p>Arctera shall:</p> <ul style="list-style-type: none"> Facilitate migration planning discussion(s) to collect and validate pertinent information about the Customer’s objectives and environment for the project. The planning document defines the target architecture and provides details of hardware, software and storage requirements for the migration. The tasks during this phase include: <ul style="list-style-type: none"> Review source environment Discuss requirements of migration Review migration server environment requirements Provide a revised estimate project timeline <p>1.1 Deliverable: Provide and review the plan and revised timeline for migration of the M365/Exchange Online data</p> <p>MILESTONE DR: DESIGN REVIEW phase is complete</p> <p>GATE: Design Review must be accepted as authorization to proceed to IMPLEMENT</p>
IMPLEMENT	<p>1. Migration Software Configuration</p> <p>Arctera shall:</p> <ul style="list-style-type: none"> Perform installation of temporary migration systems (optimal configuration to be determined during the DESIGN phase and revised accordingly) Configure migration environment

PHASE	EXPECTED ACTIVITY
	<ul style="list-style-type: none"> Validate source quantities of mailboxes in the migration scope by validating search results via eDiscovery for content matching source to target <p>1.1 Deliverable: Install and configure the migration software and validate that collections see the same mailboxes</p> <p>2. Data Migration Pilot (up to 200GB of pilot source data or as otherwise agreed between the parties)</p> <p>Customer shall:</p> <ul style="list-style-type: none"> Work with the Migration Engineer to monitor, manage, and optimization migration infrastructure (specifically, the backend, not the migration tool itself) Validate data integrity by running discovery queries on the migrated data <p>Arctera shall:</p> <ul style="list-style-type: none"> Test and review migration processing of the pilot source data from the source to the target environments Optimize based on pilot results <p>2.1 Deliverable: PILOT: Processing of the pilot source data from source environment</p> <p>MILESTONE I1: IMPLEMENT phase complete for migration software install and migration pilot</p> <p>3. Data Migration</p> <p>Customer shall:</p> <ul style="list-style-type: none"> Work with the Migration Engineer to monitor, manage, and optimization migration infrastructure (specifically, the backend, not the migration tool itself) <p>Arctera shall:</p> <ul style="list-style-type: none"> Define migration job tasks Process up to the amount of data set forth in the Scope of Services Manage migration, tracking database for completion and errors of items Facilitate a weekly meeting with the Customer’s internal Project Team to track and report on the overall migration progress Provide the following inclusive report weekly: <p>NOTE: All other reports not noted below are considered out of scope.</p> <ul style="list-style-type: none"> How much data has been migrated to the cloud which consists of: <ul style="list-style-type: none"> # Of Total Items discovered for Migration # Of Messages Migrated to date # Of Messages which have failed to Migrate to date # Of GB migrated to date How many messages are remaining to fetch and upload to the cloud Projections for total migration effort in number of days having gone up or down Discussion points for any errors encountered this week <p>Customer shall:</p>

PHASE	EXPECTED ACTIVITY
	<ul style="list-style-type: none"> • Test data on a weekly basis to validate data is migrating as described and bring any discrepancies to Arctera as soon as possible <p>Post M365 (Exchange Online) Migration, Arctera shall:</p> <ul style="list-style-type: none"> • Produce one (1) final Chain of Custody report • Review Chain of Custody (“CoC”) report and migration activities with Customer <p>3.1 Deliverable: Processing of data from source environment up to the Maximum Migration Threshold</p> <p>MILESTONE I2: IMPLEMENT phase complete for migration of remaining data from source environment up to the Maximum Migration Threshold, Provide/Review CoC report for source environment</p> <p>OPTIONAL: Discussion of any additional data or migration forensics, if needed</p>
OPERATIONALIZE	<p>1. Project Close</p> <ul style="list-style-type: none"> • Confirm each IMPLEMENT Milestone is fully functional as per Design Acceptance Criteria • Confirm no outstanding requirements or change orders • Close Project <p>1.1 Deliverable: Project closeout.</p> <p>MILESTONE OR: OPERATIONALIZE REVIEW complete</p>

Arctera Engagement Team:

The Arctera Engagement Team is comprised of a technical leader and subject-matter expert designated as the delivery consultant. The delivery consultant helps see that actual system builds, configurations, and workflow definitions conform with the approved upgrade Service.

The Arctera Program Management Office will manage and assign the appropriate subject matter expertise into the delivery cycle to engage on milestone deliverable(s) (“Deliverable(s)”) at the appropriate delivery stages to assist with functional requirement compliance while meeting deployment timeline objectives and maintaining coordination with Customer’s Project Management, IT Change Management, and End-User stakeholders.

Key Dependencies

Prerequisites, assumptions, or dependencies for the Service is:

- The Service is provided directly to Customer and is not available for partners or service providers acting on behalf of a Customer without Arctera’s prior written consent.

- All work to be performed from an Arctera approved remote facility during such personnel's normal working hours, which may not align with Customer's working hours. Arctera's support services may assist after hours at Arctera's discretion.
- Customer shall provide independent remote access to the migration environment such as VPN or Citrix for any applicable environments and keep it running at all times during the performance of Services for at least two migration engineers 1) primary, 2) backup.
- Customer may require Arctera migration engineers to attend training sessions prior to Customer providing remote access to its migration environment. Such training sessions shall be limited in scope strictly to what is required and in no event exceed three (3) hours per engineer. Additional training hours Customer believes are reasonably necessary shall be subject to a Change Order between the parties to cover any additional fees for such hours.
- Customer is responsible for the following tasks:
 - Customer's change control process.
 - Coordinating resources to assist Arctera with environment access and engagement tasks.
 - Disclose any known issues with the legacy data that was moved into M365, failed items, special scripts for imported PST files, MSG or EML conversions etc.
 - Provision the necessary server and database infrastructure, as agreed with the Arctera migration engineer, in conformance to the system requirements in the Admin Guide.
 - Changes to the scope may be made with written change requests agreed upon by Arctera and the Customer.
 - Troubleshoot and resolve any configuration issues on Customer's side that are adversely affecting the overall speed of the data migration process.
 - If Customer migration and data import exceeds the Maximum Migration Threshold, parties will execute a Change Order for any additional fees for the additional data import and/or storage beyond that Maximum Migration Threshold.
- Arctera estimates that its personnel will require approximately twelve (12) hours of setup time and about two to three (2-3) hours per terabyte migrated ("Maximum Arctera Personnel Hours"). Should Arctera exceed this amount of time, Arctera reserves the right to stop migrating any new data, reduce the amount of interaction with Customer, or otherwise require a Change Order to continue providing Services. If Services are being provided to Customer free of charge, or some portion thereof are, Arctera reserves the right to further limit its Maximum Arctera Personnel Hours in its sole discretion for such free Services.
- Licenses: Customer shall ensure that prior to the commencement of Services by Arctera and continuing throughout the provision of Services, that: (i) all the necessary Arctera software products have been correctly licensed for all appropriate platforms (and all required versions) and the same are made available, in a timely manner, to Arctera; (ii) the operating systems of all appropriate servers and computers shall be at a level supported by the Arctera software products to be used; (iii) the storage configuration is a formally qualified configuration for the Arctera software products to be used; (iv) the technical environment, including the

application and database environments, shall be kept under change control and that the physical environment is stable and provides a viable environment for the Arctera consultants to undertake the Services; (v) third parties such as Internet Service Providers have been made aware of any applicable testing that might be carried out by Arctera, (vi) all the users in the migration scope should have active licenses in M365 throughout the migration . Payment for, license, use and operation of all software and/or hardware products are the sole responsibility of Customer. Customer acknowledges and agrees that no Arctera software and / or hardware products shall be provided or otherwise licensed by Arctera pursuant to these Services Terms.

- **ARCTERA RECOMMENDS THAT CUSTOMER BACK UP ITS TECHNICAL AND PHYSICAL ENVIRONMENT, WHICH SHALL INCLUDE, WITHOUT LIMITATION: (A) SERVERS; (B) NETWORKS; (C) STORAGE; AND (D) PERFORM MAINTENANCE OF SUCH TECHNICAL AND PHYSICAL ENVIRONMENT BEFORE THE SERVICES START DATE. CUSTOMER ACKNOWLEDGES AND AGREES THAT SUCH BACK UP AND MAINTENANCE OF CUSTOMER’S TECHNICAL AND PHYSICAL ENVIRONMENT IS CUSTOMER’S SOLE RESPONSIBILITY AND ARCTERA SHALL HAVE NO LIABILITY IN THIS REGARD WHATSOEVER.**