

This Fixed Price-Fixed Scope Service Description describes the **Data Insight Advanced Reporting Service** (the "Service"). This Service Description is part of any Services Instrument that incorporates this Service Description by reference (collectively, the "Agreement"). "Services Instrument" means one or more of the following applicable documents which further defines Customer's rights and obligation related to the Service: an Arctera certificate, or a written statement of work or similar document, between Customer and Arctera with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement to provide Customer a technical overview of how to create Data Query Language (DQL) Reports, create DQL Templates, and display its data using Microsoft Power BI Desktop to extend the functionality of Data Insight. During the Advanced Reporting Assessment Arctera will execute DQL reports pertaining to Storage Optimization, Classification and Security. Arctera will analyze those reports and present findings back to Customer in the form of an Executive Summary.

Delivery Details

Scope of Service

The following tasks shall be performed for this Service. Arctera shall:

- Provide an Overview of Data Insight Data Query Language
 - DQL Objects and Columns
 - Query Syntax
 - Query Examples
 - Creating DQL Templates
- Provide an Overview of how to integrate Data Insight with Microsoft Power BI
 - Use a Microsoft Power BI Desktop Template for Data Insight Reports
 - Reviewing sample Data Insight Reports
- Install preconfigured DQL Template Files to create DQL Reports in the areas of:
 - Storage Consumption
 - Classification
 - Security
- Integrate DQL Report Output into a Microsoft Power BI Desktop Template to graphically visualize the Data Insight reports and produce an Executive Summary
- Provide knowledge on how to create DQL Templates and Reports

- Provide knowledge on how to create up to two dozen DQL reports and visualize those reports with Microsoft Power BI Desktop

Deliverable

- Execute DQL reports pertaining to Storage Optimization, Classification and Security
- Executive Summary presentation of Data Insight Report findings
- PowerPoint Presentation and PDF file on how to create DQL Templates and Reports and visualize the reports with Microsoft Power BI Desktop.

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely. If Customer requires Arctera to perform the Service onsite, the parties will mutually agree on travel and expense fees.
- Work is conducted during Normal Work Hours.

Customer Responsibilities. Arctera can only perform the Service if Customer provides required information or performs required actions. If Customer does not provide/perform per the following prerequisites, assumptions, or dependencies, Arctera's performance of the Service may be delayed, impaired or prevented:

- Classification reporting requires customer previously classifying data using the Data Insight Classification Engine, if the customer would like Classification reports to be produced, as part of this engagement.
- Customer is responsible for having purchased the Data Insight (DI) software and active DI licenses. Data Insight is installed, configured, and operational within Customer's environment.
- Customer is responsible for having Microsoft Power BI Premium or Pro licenses, if Customer wishes to publish and share reports to Power BI. Power BI Desktop is or will be installed on a Data Insight Management Server or a workstation
- Arctera strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Arctera does not accept responsibility or liability for any loss of data incurred by Customer during the delivery of this Service
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to enable the Service to be performed.
- Allocate any necessary space, power, cooling, networking, security measures, and wire/cable management for the Service.
- Any additional Customer Responsibilities set forth in this Services Description and the Services Instrument.

Pricing Schedule

This Service is pre-paid, and payment is not contingent upon acceptance of any deliverable. Arctera shall invoice Customer or its Reseller in advance of delivery of Services. No credit or refund of paid or prepaid Fees for used or unused Services shall be due to the Customer.