

This Fixed Price-Fixed Scope Service Description describes the **Data Insight Deployment 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 install, configure, scan and classify data and provide Customer with knowledge transfer on Data Insight for each quantity Customer has purchased.

Delivery Details

Scope of Service

This is a fixed price services engagement to install Arctera Data Insight software.

This Service Description supports the following offerings:

- **Data Insight Deployment** - this Service is performed with a standard production, Data Insight license at a single location.
- **Add-on Data Insight Additional Capacity** – this Service is an add-on to the Data Insight Deployment Base package and must be purchased simultaneously. This add-on scope is for either the original base scope location or at up to five (5) additional locations:

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

- **Data Insight Deployment** –
 - Configure scanning of shares containing, in total, up to 100 TB of data on up to five (5) supported CIFS data sources and/or Cloud target data sources.
 - Enable auditing of scanned data
 - Classify a sampling of on-prem data, up to two (2) TB.
 - (NOTE: Creating custom classification patterns and the DataInsightGenericCollector is outside the scope of this offering)
- **Add-on Data Insight Additional Capacity** –
 - Configure scanning of shares containing, in total, up to an additional 100 TB of data on up to an additional five (5) CIFS and/or Cloud target data sources
- For **Data Insight Deployment and Add-on Data Insight Additional Capacity**, if applicable:

- Facilitate up to two (2) 2-hour session(s) to discuss and plan the implementation of this DI deployment service including DI initial components, server sizing, deployment requirements, and initial data source(s) for scanning / auditing / classification
 - **NOTE:** These sessions are intended to capture basic configuration settings and requirements necessary to perform the following tasks, and are not intended as an Architecture Design service
- Perform the Data Insight Deployment, or Data Insight Deployment and Add-on Data Insight Additional Capacity as listed in this service
- Perform Data Insight functional testing
- Facilitate up to two (2) one (1) hour sessions to discuss reporting and operations

Deliverable

Completed deployment of Data Insight in Customer's environment

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.
- Customer will provide expertise on configuring storage platform
- Target filers will be on well-connected networks, local to the Data Insight serve
- Work is conducted during Normal US 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:

Prior to the commencement of the service, customer shall:

- Install Windows 2012 R2 64-bit or newer
- Sixteen (16) CPU cores, minimum thirty-two (32) GB RAM and one (1) TB data drive (such as D:)
- Set up firewall rules and anti-virus excludes on the DI server.
- Download DI software and license key and copy binaries to designated DI physical server or VM.
- Ensure there is access to a valid login account for share scanning.
- Ensure there is access to an Active Directory Domain Controller for domain resolution. (Note: If the server is not a member of the same domain, then a domain user account shall be needed for user scanning)
- 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.
- Provide any necessary network access for Arctera, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
- Provision a contiguous range of physical IP addresses and a contiguous range of virtual IP addresses. All IP addresses (both physical and virtual) must be part of the same subnet and use the same netmask as the node's access IP.
- 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.