

This Fixed Price-Fixed Scope Service Description describes the **eDiscovery Platform 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, and provide knowledge transfer on the eDiscovery Platform (“eDP”). The Service Description supports the following offerings:

eDiscovery Platform Pilot Service (27490) – the Service is performed with a trial eDiscovery Platform license, which expires at the earlier of sixty days or after completion of the pilot Service.

eDiscovery Platform Deployment Service (27531) – the Service is performed with Customer’s pre-purchased standard production, eDiscovery Platform license.

Delivery Details

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

- Install and configure one (1) eDP server on an appliance, physical, or virtual system
- Install eDP components identified below
- Perform knowledge Transfer on the eDP components identified below

eDP components:

The following eDP components outlined below are in-scope for the Service. All other components are not in scope for this Service.

- Legal Hold (“LH”)
- Identification and Collection (“IC”)
- Pre-Processing, Processing, Analysis and Review (“PPAR”)

Scope of Service

| | |
|----------------|------------------------------------|
| Phase 1 | Project Planning |
| Phase 2 | eDP Installation and Configuration |
| Phase 3 | Project Review and Closeout |

PHASE 1 **PROJECT PLANNING**

Arctera shall initiate a planning discussion with Customer to prepare for the project. The topics

outlined below shall be discussed during the meeting:

- Review roles and responsibilities
- Confirm engagement logistics
- Review scope of project
- Discuss resource requirements
- Review implementation prerequisites

PHASE 2 EDP INSTALLATION AND CONFIGURATION

Arctera shall perform the implementation and configuration of the eDP solution:

Install:

- Validate status of implementation prerequisites.
- Install/patch latest eDP version (if applicable)

Configure and Test:

- Assist Customer with configuring system settings specific to the eDP server application (I.e. Active Directory discovery, backup configuration, etc.)
- Complete the base configuration for the eDP components listed above
- Configure the preservation store based on Customer defined preservation strategy

LH

- Test and verify LH functionality including:
 - Sending notices
 - Authoring templates, surveys and monitoring / reporting
 - Custodian release

IC

- Configure and test Collection Tasks for up to one (1) custodian per each of the following sources (as applicable):
(Testing for data collection is not to exceed 100MB for each source)
 - Up to one (1) File share
 - Up to one (1) Local mail server (MS Exchange / Domino)
 - Up to one (1) Enterprise Vault site
- Create Collection Sets to prepare data for processing in the PPA module
- Process collected data via PPA to validate integration and functionality

PPAR

- Test and verify PPAR functionality including:
 - Pre-processing / filters

- Processing
- Exception handling
- Analysis
- Redaction
- Caching
- Review modes
- Production

PHASE 3 **PROJECT REVIEW AND PROJECT CLOSEOUT**

Arctera shall perform and / or provide the following:

- Facilitate up to one (1) 2-hr knowledge transfer session to review project activities
- Escalate any technical issues to Arctera Tech Support if customer has valid support contract
- Participate in Closeout meeting

Deliverable

Phase 1 Deliverable:

- Conduct planning session for implementation of eDP server

Phase 2 Deliverables:

- Implement one (1) eDP server and LH, IC, and PPAR components

Phase 3 Deliverable:

- Conduct project knowledge transfer session

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 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:

- Customer is responsible for separately purchasing the eDiscovery Platform software licenses prior to using the Deployment offering.
- Customer shall assign roles to the eDP personnel who shall be utilizing the eDP solution
- During Phase 2 of the Service, Customer shall:
 - Rack, stack, and provision agreed upon hardware

- Coordinate staff and infrastructure resources to assist Arctera with environment access and engagement tasks as directed by Arctera.
 - Verify compatibility for the target hardware in the eDP Compatibility Matrix located at: https://www.veritas.com/support/en_US/article.TECH211911
 - Enter and maintain Change Control Records (if applicable)
 - Complete implementation prerequisites
 - Customer uninstalls the trial license upon completion of Phase 3, if an eDiscovery Pilot Service.
- 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
 - 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.