

This Fixed Price-Fixed Scope Service Description describes the **eDiscovery Platform Upgrade Service New-Server** (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 upgrade Customer's eDiscovery Platform ("eDP") from version 8.x or higher to the current release of eDP version 9.x/10.x for each quantity Customer has purchased. Arctera will perform a health check of the existing environment so that the configuration is optimal for the Customer's workflow. Arctera will then install the new server with the latest version 9.x/10.x (and patches) and perform a migration to the new server.

(Note: eDP systems which have imaging work product (imaged productions OR redactions), fall outside the scope of this Service. For such eDP systems, Customer must purchase and use a custom Arctera eDiscovery Upgrade Service.)

Delivery Details

Scope of Service

Arctera shall perform the tasks using a phased approach:

Phase 1 Project Planning

Phase 2 Production eDP Health Check

Phase 3 Production eDP Implementation

Phase 4 Production eDP Migration

Phase 5 Project Review and Closeout

PHASE 1 PROJECT PLANNING

Arctera shall:

- Review roles and responsibilities
- Confirm primary Customer point of contact
- Review scope of Service
- Distribute the applicable pre-installation checklists to prepare the hardware for installation

PHASE 2 PRODUCTION EDP HEALTH CHECK

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Arctera shall facilitate a WebEx with Customer to review the current workflow and configuration of eDP.

The objectives of this meeting are to:

- Work with Customer team members to discuss the eDP environment, identify problem areas, and gather information on the Arctera environment
- Look for opportunities to leverage features/functionalities that would help alleviate issues or better help Customer to meet its business requirements. Issues regarding tuning, performance, and scalability shall be analyzed with remediation steps as recommended, if applicable. Additional works, based off any remediation recommendations, would be outside the scope of this Service.
- Perform a workflow review covering the following topics:
 - Review both major and minor phases of the eDiscovery workflow including:
 - Case strategy and oversight
 - Case initiation
 - Collection and preservation
 - Processing
 - Search and analysis
 - Review
 - Production and export
 - Case disposition
 - Identify special processes and adjustments to existing processes required to implement advised improvements
 - Departments: Human Resources, Compliance, etc. (per Customer's needs)
 - Identify alternative use cases workflows (if applicable)
 - Provide adjustments to current eDiscovery workflow (if present)

PHASE 3 PRODUCTION EDP IMPLEMENTATION

The objective of this phase is to install and configure the new eDP server within the production environment.

Production Environment Preparation:

Arctera shall work with Customer to install new production environment. Arctera shall:

- Participate in preparation meeting(s) with Customer infrastructure team, operations resources and business units
- Review any customizations performed to the environment that are not clearly documented
- Confirm readiness

Install the current release of eDP 9.x/10.x

- Arctera shall assist Customer with the following activities:
- Install the current release of eDP 9.x/10.x version on the new server
- Perform patching of any applicable service packs and/or hot fixes
- Execute acceptance testing of eDP

PHASE 4 PRODUCTION EDP MIGRATION

The objective of this phase is to migrate the eDP infrastructure within the production environment.

Production Environment Preparation:

Arctera shall work with Customer to prepare production environment for the migration. Arctera shall:

- Participate in preparation meeting with Customer infrastructure team, operations resources and business units
- Review any customizations performed to the environment that are not clearly documented
- Confirm readiness
- Validate all scheduled jobs are completed
- Validate changes in source location (if applicable)

Migration of Environment

Arctera shall assist Customer with the following activities:

- Perform a full node/case restoration to the new server
- Verify and modify configuration variables, cases, sources, destination drives, and backups (as needed)
- Perform acceptance testing of the eDP post-migration
- Complete build guide creation of the new eDP environment post-migration

Post Upgrade Knowledge Transfer

Arctera shall assist Customer with the following activities:

- Facilitate the delivery of a two (2) hour knowledge transfer session with Customer (systems, application and case administrators) staff members focusing on new product functionality and Customer respective requirements

PHASE 5 PROJECT REVIEW AND CLOSEOUT

Arctera shall perform and/or provide the following:

- Review project activities
- Provide completed ATP document
- Participate in closeout meeting

Deliverable

Phase 1 Deliverable:

- Completion of pre-engagement activities

Phase 2 Deliverables:

- Perform a Health Check and workflow review of the environment
- Provide and review Health Check document with Customer

Phase 3 Deliverable:

- Implement one (1) eDP server running the current release of eDP 9.x/10.x on an eDP 9.x/10.x compatible Windows Server.

Phase 4 Deliverables:

- Migrate one (1) eDP server to a new server running the current release of eDP 9.x/10.x
- Complete product functionality knowledge transfer

Phase 5 Deliverable:

- Project closeout

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from an Arctera facility. 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.
- Relevant software must be downloaded and staged on the target server
- Verify compatibility in the eDP Compatibility Matrix located at: https://www.veritas.com/support/en_US/article.TECH211911
- New eDP provisioned system must be running a Windows 2012 R2 or later, following the eDP Compatibility Matrix.

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 Arctera commencing Phase 1 of the Service, Customer shall upgrade license keys via the my.veritas.com portal
- During Phase 3 of the Service, Customer shall:
 - o Rack, stack, and provision agreed upon hardware
 - o Complete implementation prerequisites
 - o Ensure a Customer representative with access to the Service and source account credentials shall be on hand to enter credentials when needed
- During Phase 4 of the Service, Customer shall:
 - o Ensure that all change control and end user notifications have been submitted
 - o Perform a full node backup of the source environment and a full case backup of the active cases
- Customer shall enter and maintain change control records

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- 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 the Reseller/Distributor in advance of delivery of Services.