

This Fixed Price-Fixed Scope Service Description describes the **File Governance Quick Start 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 facilitate a rapid deployment of an Arctera Data Insight ("DI") server and an Enterprise Vault ("EV") File System Archiving ("FSA") server in a Customer environment with minimal configuration for each quantity Customer has purchased.

Delivery Details

Scope of Service

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

- Install DI on one (1) DI server and one (1) EV server at a single Customer data center location
- Target up to three (3) servers or filers (Windows, NetApp, EMC) for DI data collection
- Target up to three (3) servers or filers (Windows, NetApp, Dell EMC Celerra/VNX Series, IBM N Series) for file system archiving. Please refer to the EV Compatibility Charts listed [here](#), to ensure EV target version compatibility.
- Target up to ten (10) volume/share targets for file system archiving
- Target up to one hundred (100) TB of data for Data Insight scanning and up to one (1) TB of data for classification in DI
- Configure integration between DI and FSA
- Target up to ten (10) TB of data for FSA

Deliverable

- Installation of one DI and one EV server at a single Customer data center location
- Up to one hundred (100) TB of data scanned with DI
- Up to one (1) TB of data classified by DI
- Up to ten (10) TB of data archived into FSA
- Deliver an Executive Summary presentation containing a data analysis of the following reports:
 - Data aging reports
 - Consumption by file group reports
 - Consumption by file extension reports
 - User/Group permissions reports for up to 5 shares or folders
 - Classification findings

- Storage consumption by owner
- Open share report
- Optional ROI report (*Note: requires Customer input*)

Key Dependencies & Customer Responsibilities

- The service is divided into a mix of remote and onsite consulting days. The initial, remote days are to ensure that all prerequisite, third party software and hardware and service account permissions are appropriately set up, prior to the Arctera Consultant arriving onsite.
- The remote days will include running EV Deployment Scanner against the Windows Server targeted for the EV installation, to ensure that the prerequisite hardware, software, and permissions are set up for correctly. As well as installing and configuring DI remotely, and running an initial data scan.
- The onsite time will involve installing and configuring EV, integrating EV with DI, performing DI data classification, and executing a number of different, DI reports.
- For any time that the Arctera consultant is onsite, additional applicable fees are required for travel and expenses.
- 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:

- 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.
- Prior to commencement of the Service, Customer shall, in preparation for DI:
 - Install Windows 2012 R2 64-bit or newer
 - Sixteen (16) CPU cores, minimum thirty-two (32) GB RAM and minimum five hundred (500) GB disk space on C drive and one (1) TB on separate data drive
 - Ensure that the DI Server and DI targets are located in the same physical data center
 - Configure backups for DI server
 - Set up firewall rules and anti-virus excludes on the DI server
 - Download DI software and license key and copy binaries to the 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)
 - Custom reporting and Custom Classification is out of scope for this service
- Prior to commencement of the Service, Customer shall, in preparation for EV FSA:

- Install Windows 2012 R2 64-bit
 - Eight (8) CPU cores, minimum sixteen (16) GB RAM and a minimum of one hundred (100) GB disk space on C drive and one (1) TB on the data drive
- Ensure that the EV server and EV targets are located in the same physical data center
- Configure backups for EV server and EV SQL server
- Download EV software and license key and copy binaries to designated EV 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.
- Ensure there is access to a Microsoft SQL Server.
 - Eight (8) CPU cores, minimum sixteen (16) GB RAM and two hundred (200) GB for SQL Data and twenty (20) GB for SQL Log
 - Supported versions of SQL are listed in the Enterprise Vault Compatibility Charts located [here](#).
- EV classification is out of scope of this service
- Complete ROI questionnaire before the commencement of the 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.