



May 2019

This Fixed Price-Fixed Scope Service Description describes Veritas' **APTARE Managed Service Provider Activation and Portal 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: a Veritas certificate, or a written statement of work or similar document, between Customer and Veritas with associated terms and conditions, that references this Service Description.

Service Overview

This Service is a Fixed Price-Fixed Scope Service engagement to facilitate the deployment of a single APTARE™ IT Analytic product and/or Portal Service in a Managed Service Provider (MSP) environment, with limited configuration, for each quantity the MSP Customer has purchased.

Delivery Details

Scope of Service

Veritas shall perform the following tasks:

- **Phase I: Pre-installation Discovery and Planning**
 - Conduct project kick-off
 - Review project scope and requirements
 - Perform site survey and gather configuration specifications
 - Develop implementation design and project plan
 - Review pre-installation checklist
- **Phase II: Installation**
 - Install portal and database
 - Configure up to twelve (12) total: server groups, user groups, and user security
 - Configure up to two (2) domains
 - Configure up to six (6) data collection policies in total for storage arrays, hosts, applications, SAN, VMware and backup servers (scope varies per licensed functionality)
 - Configure one (1) each sample of: alerts, report export, scheduled job, and chargeback report
 - Tune and verify all components, ensuring correct operation of the APTARE IT Analytics product
 - Configure custom branding of one portal with the MSP logo, portal sizing, software installation and certification.
 - Provide assistance creating an MSP branded demo portal using the URL (mspname).aptare.com.
 - Optional: Configure and validate portal SSL connection and integrate with enterprise Active Directory server for user authentication
 - *Does not include the installation or setup of Data Collectors.*



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- **Phase III: Close Out**

- Product functionality demonstration and sign-off
- Provide APTARE IT Analytics Sales literature and presentations, data sheets, white papers, assessment guides, ROI calculator, etc. Literature customization is not included.
- Provide up to 24 hours of technical training to customers for up to 10 attendees: end user/intro to APTARE IT Analytics, data collection setup, using APTARE reports, system administration and creating custom reports.

Deliverable

- Completed functional testing of a single APTARE IT Analytic product and/or Portal Service in a Managed Service Provider (MSP) environment

Key Dependencies & Customer Responsibilities

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

Customer Responsibilities. Veritas 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, Veritas' performance of the Service may be delayed, impaired or prevented:

- Download APTARE IT Analytics software and license keys and copy binaries to designated APTARE server. *(Note: Customer is responsible for separately purchasing all relevant software and license keys, including APTARE IT Analytics and SSL certificate.)*
- Customer is responsible for separately purchasing Oracle database software and license keys.
- The customer will be responsible for the installation or setup of Data Collectors.
- Provide the necessary staffing resources (e.g., LAN, SAN, OS Platforms, DBA, etc.) to assist in access tasks to be deployed.
- Provide the necessary network access for Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to configure APTARE IT Analytics.
- Configuration and maintenance of all related non-APTARE infrastructure components including but not limited to, network devices, APTARE client devices and storage systems.
- Relevant Firewall configuration to facilitate the use of the APTARE IT Analytics, any associated products and the designated protocols configured as part of the deployment Service
- Veritas strongly recommends that the Customer back up all critical hosts in Customer's environment before Service commencement. Veritas 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.



Acceptance Schedule

Acceptance conditions are set forth in the Services Instrument. The milestone percentage below indicates (1) the percentage of the Service to be completed for each milestone and (2) for any Service which is not pre-paid, the percentage of the Service to be invoiced upon acceptance.

Payment Milestone	Acceptance Schedule	Milestone Percentage
Milestone #1:	Upon acceptance of the Service and Deliverable listed herein	100%