This Fixed Price-Fixed Scope Service Description describes the **Aptare Quick 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: 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 a rapid deployment of a single Veritas APTARE™ IT Analytic product (“Aptare Product”) in a customer environment with minimal configuration for the Backup Module only. This engagement is to facilitate reporting capability for the Veritas Backup and Recovery Software Products – NetBackup and Backup Exec only.

**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: Implementation**
  - Install, configure, and functional test up to one Portal and database on (1) server
  - Upgrade/patch to the latest patch level
  - Install up to one (1) collector on for Backup.
  - Install up to two (2) Agents for Backup module to report out of NetBackup and Backup Exec on up to two (2) servers.
  - Demonstrate Host groups and attributes.
  - Configure the standard available reports for testing in areas of value. For example -
    - Backup Executive Summary
    - Job Summary
    - Job Status Summary
    - Operations Dashboard
    - Solutions/Risk mitigation.
  - Configure one (1) each sample of: alert, scheduled report and report export

- **Phase III: Close Out**
- Veritas shall:

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- Conduct One (1) hour long session for Knowledge Transfer summarizing the work done and Q&A.
- Hand-off open technical support cases to Customer's Administrators / Operations if appropriate.

Deliverable

Complete installation of one (1) Aptare IT Analytics Portal setup, with minimal configuration of Backup module for reporting of NetBackup and Backup Exec.

Key Dependencies & Customer Responsibilities

Key Dependencies: Prerequisites, assumptions, or dependencies for the Service are:

- All tasks shall be performed remotely from a Veritas facility.
- Work is conducted during Normal Work Hours.
- Customer has purchased appropriate Veritas Aptare IT Analytics Software licenses and software is downloaded by the customer and available
- Payment for license, use and operation of all infrastructure are the sole responsibility of Customer.
- Knowledge transfer is provided throughout the engagement and but does not replace formal Veritas Education and training, available separately for purchase from Veritas

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)
- Configuration and maintenance of all related non-APTARE infrastructure components including but not limited to, network devices, APTARE client devices and storage systems.
- Veritas shall handoff open support-cases to Veritas Technical Support, where applicable, at the end of the engagement.
- 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
- 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 Veritas, SNMP and email address requirements for alert notifications, and open the necessary network ports to enable the Service to be performed.
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• 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.