



This Fixed Price-Fixed Scope Service Description describes the **Enterprise Vault Merge1, Initial Implementation, Control # EV-Merge1-0001** (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 implement, configure, and test Merge1 and one (1) connector for Enterprise Vault ("EV") for each quantity Customer has purchased.

Delivery Details

Scope of Service

Overview

The following activities shall be performed as part of this Service

- Install Merge1 software
- Configure one (1) Merge1 connector
- Perform functional testing of Merge1

Veritas shall perform the tasks using a phased approach:

Phase 1	Project Planning
Phase 2	Merge1 Production Implementation
Phase 3	Project Review and Closeout

The following tasks shall be performed for this Service.

PHASE 1 PROJECT PLANNING

Veritas shall initiate a planning discussion with Customer to prepare for the project. The topics outlined below shall be discussed during the meeting:

Customer shall:

- Assign a project manager and technical lead who shall both act as primary points of contacts for the Veritas project team



Veritas shall:

- Review roles and responsibilities
- Confirm primary Customer point of contact
- Review scope of the Service

PHASE 2 MERGE1 PRODUCTION IMPLEMENTATION

The objective of this phase is to install, configure, and validate the Merge1 software and one (1) connector in the production environment. The subtasks are:

Customer shall:

- Provision a virtual or physical server for Merge1 with the following specifications:
 - Four (4) cores, eight (8) GB RAM with Windows Server 2016
- Provision or allocate one (1) instance of SQL 2014, 2016, or 2017
- Install the following required software on the Merge1 server:
 - Microsoft Visual C++ 2010 & 2012 (x64) redistributables
 - Internet Information Services 7.0 or higher
 - ASP.Net 3.5 and 4.5
 - Outlook 2013 or 2016 64-bit w/profile configured for the EV service account
- Provision a self-signed SSL certificate on the Merge1 server
- Download and locally stage Merge1 software on the associated server
- Download and locally stage applicable Merge1 hotfixes
- Establish a SMTP relay for Merge1 notification emails
- Create or allocate a user account to run the Merge1 service
- Configure backup of Merge1 and SQL server (post-installation)
- Configure anti-virus to exclude the Merge1 install folder
- Obtain source connector connection details (e.g. ftp server address, login etc.)
- On the EV server, create vault store and associated archives for content transfer

Veritas shall:

- Provide Merge1 production documentation
- Validate prerequisite software
- Verify accounts and access rights
- Validate SQL instance for Merge1
- Install Merge1 software on one (1) server
- Configure Merge1 source connector
- Test ingestion of Merge1 source into EV
- Verify messages are being captured successfully and formatting is as expected
- Provide operational guide for Merge1 administrative tasks



PHASE 3 PROJECT REVIEW AND CLOSEOUT

Veritas shall perform and/or provide the following:

- Review project activities
- Participate in closeout meeting

Deliverables

Phase 2: Deliverables:

- Installation of Merge1 in production environment
- Configure of one (1) Merge1 source connector
- Perform functional testing in production environment

Phase 3: Deliverable:

- Project closeout of the Service

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.
- Merge1 shall be implemented on a newly provisioned server (physical or virtual) that does not share resources with any other applications
- Verify compatibility for Merge1 and EV in the EV Compatibility Matrix located at:
<http://www.veritas.com/docs/TECH38537>
- In the event of a firewall between EV and Merge1 or SQL, the following ports shall need to be opened bi-directionally:
 - Port 443 (Merge1 Network Distribution)
 - Port 21 (FTP) or Port 22 (SFTP)
 - Port 1433 (Default SQL)
 - Port 25 or 587 (SMTP)
 - Port 30206 (SSH) (if utilizing Bloomberg connector)
 - Port 22 (SFTP) (if utilizing IceChat connector)

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:



- Change Control Records shall be entered and maintained by Customer
- Customer will provide certificates issued by trusted Certificate Authority
- 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.
- 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.

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 Phases 1-3 Service and Deliverables listed herein	100%