



This Fixed Price-Fixed Scope Service Description describes the **Flex Appliance Standard Solution Enablement Service, Control # FLEXAPPSSE041618** (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 similar document issued by Veritas, or a written statement of work 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 install single two (2) node-four (4) instance Flex Appliance at a single Customer Site for each quantity Customer has purchased.

Delivery Details

Scope of Service

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

- Deploy a single Veritas Flex Appliance with up to two (2) server nodes at a single site
- Configure up to four (4) application instances
 - *Note: application instances can be any valid combination of Master Server, Media Server with advanced storage pool, Media Server with deduplication storage pool (MSDP) and CloudCatalyst.*
- Provision a single NetBackup Domain
- Connect to a single Authentication provider (Active Directory, LDAP or NIS)
- Configure Network Interface Card (NIC) bonding between server nodes
- Configure a single storage unit for MSDP
- Configure up to two (2) supported external storage targets
- Configure and functionally test
 - One (1) Storage Lifecycle Policy
 - Two (2) NBU clients for backups and restore

Deliverable

- Complete installation of one (1) Veritas Flex Appliance along with a detailed configuration snapshot.

Key Dependencies & Customer Responsibilities

- All tasks shall be performed remotely from a Veritas facility.
- Work is conducted during Normal Work Hours.



- 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:

- Permanent NBU license keys and software are downloaded by Customer and available.
- Customer has purchased appropriate Flex software licenses and the Flex appliance.
- Veritas Flex appliance is physically installed at the Customer's site and is ready for configuration (Physical installation of the Flex Appliance may be separately purchased for additional applicable fees).
- Configuration and maintenance of all related non-NBU infrastructure components including but not limited to, network devices, NBU client devices and storage systems.
- Customer to configure network firewalls to facilitate the use of the Flex Appliance, per requirements provided by Veritas
- 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 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%