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SERVICE BRIEF

Cyber Recovery Vault
Deployment Services

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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Cyber Recovery Vault Deployment Services.

This engagement covers the physical installation, baseline configuration, and validation of a Cyber Recovery Vault environment.

This engagement is governed by this Service Brief and associated with SKU: CYBER-VAULT-DEPLOY. The quantity defined in the quote reflects the number of Cyber Recovery Vault appliances and supporting components to be deployed.

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01. Services Overview

Redesign's Cyber Recovery Vault Deployment Services provide end-to-end installation and configuration of Dell Cyber Recovery Vault environments. These services ensure proper physical setup, vault network integration, deployment of core components, and validation of replication, copy, and lock capabilities, and data diode configuration.

The engagement delivers a validated, production-ready vault aligned with Dell best practices and customer requirements.

02. Offer Structure

PRIMARY SERVICES

- Rack & Stack of Cyber Recovery Vault hardware
- Deployment of Jumpbox, Cyber Recovery Manager Host, and CyberSense Host, if applicable
- Deployment of PowerProtect software bundle (PPDM, Avamar, or Networker)
- Deployment and integration of PowerProtect Data Domain for vault replication
- Configuration and validation of replication, copy, and lock workflows
- Deployment of OWL Security Data Diode SMTP/NTP/RECON (when purchased with solution).
- Deployment of applicable hypervisor inside the vault for backup software recovery efforts.
- Knowledge transfer and documentation handover

OPTIONAL ADD-ONS

Separate SOW

- Cloud-based vault integration
- Clean room integration and failback networking
- Runbook creation (per application)
- Day 2 operating procedures run book (per PPDM/Avamar/Networker)
- Third-Party Incident Response Retainer
- Custom Reporting on Cyber Recovery
- Manager (additional reports)
- Custom scripting and/or integrations with third-party providers

03. Project Scope

In-Scope Platforms

- Dell Cyber Recovery Vault appliances, PowerProtect software, and Data Domain under OEM support

Scope Includes

- Rack, mount, and power-up of Cyber Recovery Vault hardware
- Physical cabling and labeling
- Configuration of IPMI/iDRAC addresses
- Deployment of Jumpbox, Cyber Recovery Host, and CyberSense servers
- Deployment of scoped PowerProtect software bundle
- Deployment of vault Data Domain with direct connect to production DD
- Configuration of Cyber Recovery server for replication, copy, lock, analyze, and reporting
- Validation of vault implementation and handover

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04. Quantity & Effort Model

- Service SKU: CYBER-VAULT-DEPLOY
- Quantity: Number of vault appliances and components deployed

05. Services & Key Activities

Stage	Key Activities
Rack & Stack Phase	▪ Unpack and inspect hardware ▪ Rack, mount, and connect all components ▪ Install and route power, data, and management cables ▪ Onsite engineer will label cables appropriately. ▪ Power on systems and validate hardware health ▪ Configure IPMI/iDRAC network addresses
Platform & Appliance Implementation Phase	▪ Verify alignment with Solutions Architect design ▪ Install and configure core network and data diodes for vault isolation ▪ Deploy Jumpbox, Cyber Recovery Manager Host, and CyberSense host ▪ Deploy scoped PowerProtect software bundle (PPDM, Avamar, or Networker) ▪ Deploy and configure Data Domain appliance for vault replication ▪ Configure Cyber Recovery Server for replication, copy, lock, analyze, and reporting workflows ▪ Apply customer-provided licensing ▪ Validate vault functionality with client review
Testing, Validation & Documentation Phase	▪ Verify off-band, non-production network connectivity ▪ Test replication, copy, lock, analyze, and reporting functions ▪ Update vendor configuration and entitlements ▪ Provide As-Built documentation and configuration backup ▪ Conduct knowledge transfer session with client IT team

06. Deliverables

- Completed Pre-Engagement Questionnaire
- As-Built Documentation (including configuration backups)
- Remote Knowledge Transfer Session(s)

07. Services Scope Changes

Changes to cluster design, feature enablement, or migration scope will require a revised quote or formal Change Request (CR).

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08. Services Scope Exclusions

This engagement does not include the following unless explicitly agreed upon in writing:

Deployment Exclusions

- **Full-scale datacenter or network architecture redesign**
- **Core switch Layer 3 configuration or WAN replication architectures**
- **Unsupported or end-of-life firmware or OS versions**
- **Advanced features not in baseline deployment (Cloud vaults, multi-vault federation, clean room**
- **integration, production failback)**
- **Ongoing monitoring, operations, or managed services beyond initial deployment and validation**

Workload Protection Exclusion

- **Backup policies beyond scoped workloads**
- **Protection for non-VM workloads (databases, file servers, NDMP, bare metal) unless included in scope**
- **Application-level integrations (AD, DNS, DFS, logging, monitoring)**

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09. Customer Responsibilities

- **Provide rack elevations, power/cooling readiness, and cabling plan**
- **Ensure all hardware and licensing are procured and under OEM support**
- **Provide vault networking schema, zoning, and IP addressing**
- **Assign stakeholders for coordination, testing, and sign-off**
- **Provide workload protection requirements for policy configuration**

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- **Schedule to be jointly agreed with Client**

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11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

⚠ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: CYBER-VAULT-DEPLOY
- Remote and onsite access confirmation
- Completion of Pre-Engagement Questionnaire

Failure to meet these requirements may delay or prevent delivery of services.

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