

■ SERVICE BRIEF

Disaster Recovery as a Service (DRAAS)





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Disaster Recovery as a Service (DRaaS). This service provides continuous operational oversight and validation of disaster recovery (DR) infrastructure leveraging replication technologies such as Live Site Recovery, vSphere Replication, RP4VM, Hyper-V Replica, and native Dell storage replication.

This engagement is governed by this Service Brief and associated with SKU: MS-DRAAS. The quantity defined in the quote reflects the number of protected replication-enabled workloads under active monitoring and management and number of DR tests per year.

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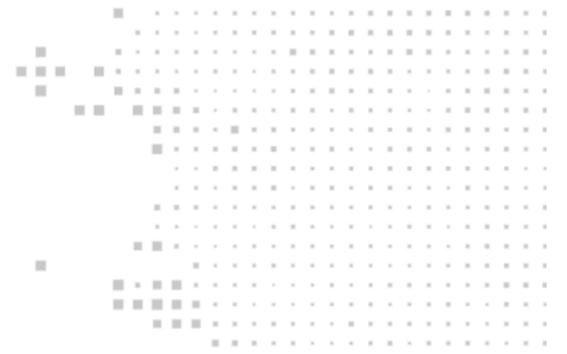
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01. Services Overview

Redesign's DRaaS offering ensures the ongoing functionality, health, and recoverability of replication-based disaster recovery environments. This service includes replication monitoring, DR testing, policy management, and documentation maintenance across VMware and Dell-based platforms. It is designed to support business continuity objectives by maintaining DR system readiness and minimizing risk during failover events.



02. Offer Structure

PRIMARY SERVICES

- Monitoring and validation of replication across supported DR platforms
- DR failover readiness reviews and policy enforcement
- Incident response and troubleshooting for sync or failover issues
- Scheduled DR test execution and recovery time validation
- DR documentation maintenance and change management

OPTIONAL ADD-ONS

Separate SOW

- DR plan creation or redesign
- DR runbook automation or scripting
- Integration with tabletop exercises or business continuity testing

03. Project Scope

This engagement covers DR management for infrastructure leveraging one or more of the following technologies:

- Live Site Recovery
- vSphere Replication
- Dell RP4VM
- Hyper-V Replica
- Native Dell storage replication (e.g., PowerStore, Unity, PowerMax)

The engagement includes systems and workloads identified during onboarding and covered under the quoted quantity.

04. Quantity & Effort Model

- **Service SKU: MS-DRAAS**
- **Quantity: Specified number of:**
 - Replicated VMs or workloads under DR protection
 - DR Tests
 - Replication software
- **Quantity determines monitoring, policy tracking, failover validation, and DR testing cadence.**

MONTHLY SUPPORT TERMS

This service includes up to the number of hours specified in the associated quote for operational support per month, limited to the activities defined in this Service Brief. Unused hours do not carry over to subsequent months. Additional support hours may require a revised quote or a separate Statement of Work (SOW).

05. Services & Key Activities

Stage	Key Activities
 Onboarding Process (30 Days)	<ul style="list-style-type: none"> ▪ Conduct kickoff meeting with customer stakeholders to align on disaster recovery (DR) objectives, RPOs, and RTOs ▪ Validate access to replication platforms, management consoles, and monitoring tools ▪ Review existing replication architecture, policies, and failover configurations ▪ Baseline synchronization schedules, bandwidth utilization, and capacity thresholds ▪ Establish reporting framework for replication health, latency, and failover readiness ▪ Provide knowledge transfer on Redesign's DR management model, incident handling, and escalation process
 Continuous Activities	<ul style="list-style-type: none"> ▪ Monitor replication health and synchronization status ▪ Alert on failures, delays, or latency in replication ▪ Troubleshoot issues related to sync lag, bandwidth, or failover events ▪ Track replication performance and capacity metrics ▪ Execute failover and failback operations during disaster recovery events ▪ Maintain and update existing DR documentation, failover plans, and recovery procedures
 Annual or Semi-Annual Activities	<ul style="list-style-type: none"> ▪ Execute failover testingdures accordingly

06. Deliverables

Redesign will deliver all scoped services within the monthly support hour limit defined in the quote. Fixed deliverables (e.g., scheduled reports or platform reviews) will be prioritized.

Support beyond the allocated hours is not guaranteed and may require a revised quote or separate SOW.



**Monthly DR
replication health
and compliance
report**



**Incident
response summaries
and failure root cause notes**



**Updated recovery
documentation
(runbooks, mappings,
procedures)**



**DR failover
test results
and validation logs**

07. Services Scope Changes

Increases in protected workloads, additional replication platforms, or integration with IR/BCP/ITSM systems may require a revised quote or new SOW.

08. Services Scope Exclusions

This engagement does not include:

- Deployment of Live Site Recovery, RP4VM, or replication tools (available under separate scope)
 - Architecture re-design or storage array provisioning
 - Forensic response during a live incident
 - Ransomware recovery or business continuity planning unless scoped separately
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09. Customer Responsibilities

- Provide Redesign with remote access to replication platforms and management consoles
- Assign internal contacts for failover coordination and DR testing
- Maintain software licenses and vendor support agreements for replication tools
- Notify Redesign of changes to infrastructure that may affect DR scope

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

10. Services Schedule

- **Start Date:** Upon signed quote and kickoff
- **Completion:** End date specified in the quote

11. Terms and Conditions

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

ⓘ SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: MS-DRAAS and quantity
- Remote access validation to DR infrastructure and replication consoles
- Stakeholder assignment and kickoff scheduling

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

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