

■ SERVICE BRIEF

Dell Data Protection Platform *Upgrade Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Upgrade Services for Dell Data Protection infrastructure, including Dell Data Domain systems and backup software platforms such as PowerProtect Data Manager (PPDM), Avamar, NetWorker, and/or Veeam. This engagement ensures supported, validated upgrades aligned with vendor best practices to maintain availability, performance, and supportability.

This engagement is governed by this Service Brief and associated with SKU: SEC-DD-UPGRADE.

The quantity defined in the quote reflects the number of Dell Data Domain appliances and backup software platforms (PPDM, Avamar, NetWorker, and/or Veeam) to be upgraded under this engagement.

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01. Services Overview

Redesign's Dell Data Protection Platform Upgrade Services provide planning, coordination, and execution of supported upgrades for Dell backup environments. The engagement ensures that all hardware and software components remain current, secure, and optimized, reducing operational risk and maintaining vendor support eligibility.



02. Offer Structure

PRIMARY SERVICES

- Pre-upgrade discovery and planning
- Execution of software upgrades (PPDM, Avamar, NetWorker, Veeam)
- Execution of firmware or OS upgrades for Dell Data Domain appliances
- Post-upgrade testing and validation
- Documentation and rollback planning

OPTIONAL ADD-ONS

Separate SOW

- Infrastructure rearchitecture or redesign
- Backup migration to alternative platforms
- Integration with Cyber Recovery Vault

03. Project Scope

This engagement includes performing validated, in-place upgrades for supported Dell backup platforms and storage components.

The scope includes:

- **PowerProtect Data Manager**
- **Dell Avamar**
- **Dell NetWorker**
- **Veeam (where integrated with Dell backup hardware)**
- **Wireless Access Points**
- **Dell Data Domain appliances (physical or virtual)**

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Service SKU: SEC-DD-UPGRADE**
- **Quantity: Defined as the total number of: Dell NetWorker**
 - Number of Dell Data Domain appliances to be upgraded
 - Number of software platforms (PPDM, Avamar, NetWorker, Veeam) to be upgraded

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
 Pre-Upgrade Activities	<ul style="list-style-type: none">▪ Confirm current platform versions and upgrade eligibility▪ Assess licensing, support status, and upgrade prerequisites▪ Develop upgrade plan, including outage window and rollback strategy▪ Review compatibility across integrated components
 Upgrade Execution	<ul style="list-style-type: none">▪ Upgrade software to vendor-recommended stable versions▪ Upgrade Data Domain firmware/OS▪ Perform validation testing (connectivity, job execution, alerts)▪ Validate backup and restore functionality post-upgrade
 Post-Upgrade Activities	<ul style="list-style-type: none">▪ Document platform versions and validation results▪ Identify and escalate any upgrade-related issues▪ Deliver sign-off summary and recommendations

06. Deliverables



Upgrade execution plan and rollback procedure



Summary of pre- and post-upgrade software/firmware versions



Validation checklist with pass/fail status



Remediation log for any identified issues



Formal service sign-off

07. Services Scope Changes

Significant changes such as a shift in backup architecture, addition of workloads or platforms, or system migrations may require a revised quote or Statement of Work (SOW).

08. Services Scope Exclusions

This engagement does not include:

- **New platform deployments**
 - **Cloud-based backup redesigns**
 - **Migration to alternate vendors**
 - **Remediation of unsupported or out-of-warranty systems**
 - **Cyber Recovery Vault configuration or DR orchestration**
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09. Customer Responsibilities

Maintain valid vendor support agreements:

- **Provide Redesign with remote access to systems and management consoles**
- **Maintain valid licenses and vendor support entitlements**
- **Complete pre-upgrade backups and snapshots**
- **Approve upgrade windows and authorize operational change**

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:** Project signoff via DocuSign by customer (per upgrade cycle), up to the specified number of upgrades on the quote

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: MS-VAULT-DELL and quantity
- Remote access to the vault platform validated
- Stakeholders assigned and kickoff scheduled

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

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