

■ SERVICE BRIEF

Broadcom Live Site Recovery *Deployment Services*





re

This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's deployment services for Broadcom Live Site Recovery.

This engagement includes the planning, deployment, configuration, and testing of Live Site Recovery to enable orchestrated DR across supported VMware environments.

This engagement is governed by this Service Brief and associated with SKU: LSR-DEP. The quantity defined in the quote reflects the number of sites and recovery plans to be configured.

The FUTURE BELONGS
to the CURIOUS.

Table of Contents

01. Services Overview

02. Offer Structure

03. Project Scope

04. Quantity & Effort Model

05. Services & Key Activities

06. Deliverables

07. Services Scope Changes

08. Services Scope Exclusions

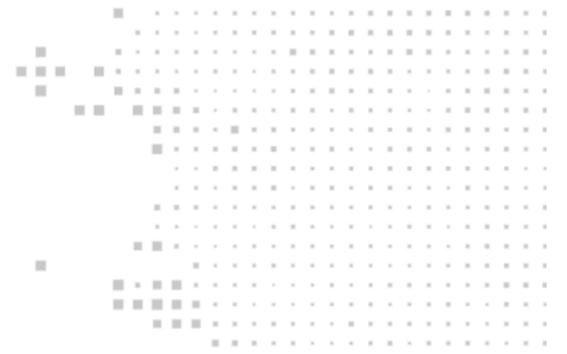
09. Customer Responsibilities

10. Services Schedule

11. Terms and Conditions

01. Services Overview

Redesign's Broadcom Live Site Recovery Deployment Services enable automated disaster recovery and failover for VMware environments by deploying and configuring Live Site Recovery across two or more vSphere sites. This service provides a structured approach to site pairing, recovery plan design, orchestration, and DR validation aligned with your business continuity strategy.



02. Offer Structure

PRIMARY SERVICES

- Pre-deployment discovery and network validation
- Installation and configuration of Live Site Recovery appliances and plugins
- Site pairing and recovery plan creation
- Failover test validation and documentation
- Knowledge transfer

OPTIONAL ADD-ONS

Separate SOW

- Multi-region or hybrid-cloud DR configurations
- Recovery plan customization with application scripts
- Application-consistent replication validation
- Integration with external DNS, load balancers, or ticketing systems

03. Project Scope

This engagement includes the deployment and configuration of Broadcom Live Site Recovery for two VMware environments, typically a primary production site and a recovery site.

In-Scope Platforms

- VMware vSphere 7.x or newer
- VMware Cloud Foundation (if applicable)
- Broadcom Live Site Recovery (on-prem or SaaS)
- Two vCenters licensed and ready for pairing

Scope Includes

- VMware vSphere 6.7 and above
- vCenter Server (Windows or VCSA)
- Dell-supported RP4VM versions
Host reboots and post-upgrade health checks

04. Quantity & Effort Model

- **Service SKU: LSR-DEP**
- **Quantity: Based on number of sites and recovery plans**

05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none">▪ Validate access to both sites (vCenter, ESXi, networking)▪ Collect Discovery Questionnaire from customer▪ Identify dependencies, network zones, and RTO/RPO objectives
 Design Phase	<ul style="list-style-type: none">▪ Define logical mapping between production and recovery environments▪ Develop failover and fallback workflows▪ Confirm network and IP customization rules (if needed)▪ Review and approve recovery plan scope
 Deployment Phase	<ul style="list-style-type: none">▪ Deploy Live Site Recovery components and register with vCenter▪ Pair source and destination sites▪ Create protection groups and recovery plans▪ Test and validate a simulated failover scenario
 Post-Deployment	<ul style="list-style-type: none">▪ Conduct walkthrough of recovery plan usage▪ Provide summary documentation and sign-off

06. Deliverables



Completed
Discovery
Questionnaire



Site Pairing
and Recovery Plan
Summary



Failover
Test Report



Knowledge Transfer
Session and Deployment
Handoff (remomte, one hour)

07. Services Scope Changes

Any changes to the number of sites, recovery plans, replication types, or platform integrations may require a revised quote or formal Change Request (CR).

08. Services Scope Exclusions

This engagement does not include:

- **ACustom recovery scripting (PowerCLI, REST APIs, etc.)**
 - **Application-level recovery coordination or testing**
 - **Integration with third-party DR tools or orchestrators**
 - **Long-term monitoring or failover support**
 - **Performance tuning or remediation of underlying infrastructure**
-

09. Customer Responsibilities

- **Provide administrative credentials for both vCenters**
- **Ensure connectivity between sites (firewalls, routing, DNS)**
- **Validate storage replication status (if applicable)**
- **Complete system backups before implementation**
- **Assign DR stakeholders for coordination, testing, and sign-off**

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 from customer

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: LSR-DEP
- Remote access to sites confirmed
- Completed Discovery Questionnaire
- Replication readiness validated

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

redesign

The FUTURE BELONGS
to the CURIOUS.

