

■ SERVICE BRIEF

# Dell Backup & Restore *Deployment Services*





re

This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Dell Backup & Restore Managed Services. This engagement provides operational oversight, configuration management, and support for Dell-powered backup environments.

This engagement is governed by this Service Brief and associated with SKU: MS-BACKUP.

The quantity defined in the quote reflects the number of Dell Data Domain appliances (physical or virtual), virtual machines (VMs), and protected workloads (e.g., NDMP, SQL, Oracle, SAP) to be supported.

*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

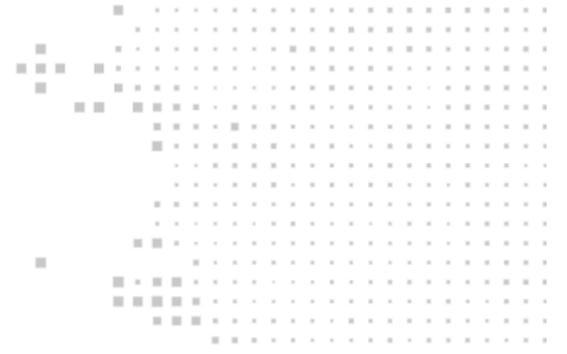
---

# 01. Services Overview

Redesign's Dell Backup & Restore Managed Services deliver continuous management and operational support for enterprise backup environments built on Dell platforms.

The service covers routine monitoring, troubleshooting, policy compliance, and recovery assistance for environments utilizing:

- **PowerProtect Data Manager**
- **Dell Avamar**
- **Dell NetWorker**
- **And/or Veeam, backed by Dell Data Domain storage systems**



# 02. Offer Structure

## 📦 PRIMARY SERVICES

- Monitoring of backup jobs, alerts, and health status
- Incident response for job failures and restore requests
- Test restores and backup integrity validation
- Oversight of storage consumption and capacity planning
- Monthly compliance checks and reporting
- Annual strategy review and documentation updates

## 🔗 OPTIONAL ADD-ONS

### Separate SOW

- Cyber Recovery Vault management
- Multi-site or multi-tenant backup environments
- Integration with DR, IR, or regulatory programs
- 24/7 support and response/mentation updates

## 03. Project Scope

This engagement includes the operational management of Dell-based backup and restore environments defined in the quote. The scope includes platform monitoring, restore verification, policy enforcement, storage oversight, and documentation management. Supported software platforms include:

- **Dell APEX Backup Services (ABS)**
- **Supported SaaS apps, endpoint systems, and hybrid platforms**

## 04. Quantity & Effort Model

- **Service SKU: MS-BACKUP-DELL**
- **Quantity: Defined as the total number of: Dell NetWorker**
  - Dell Data Domain appliances (physical or virtual)
  - Virtual machines (VMs) under backup
  - Workloads (e.g., NDMP, SQL, Oracle, SAP)
  - Backup software

### ■ THIS QUANTITY DICTATES

The monitoring, restore testing, storage oversight, and policy governance effort required.

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"><li>▪ Monitor backup job completion and alert on failure</li><li>▪ Verify backup logs and resolve issues</li><li>▪ Perform data integrity spot checks</li><li>▪ Respond to restore requests and troubleshoot failures</li><li>▪ Monitor storage utilization and forecast capacity needs</li><li>▪ Maintain documentation of backup configurations, schedules, and retention policies</li></ul>
 Continuous Activities	<ul style="list-style-type: none"><li>▪ Conduct policy compliance review (retention, encryption, etc.)</li><li>▪ Execute and document test restores for selected systems capacity planning</li></ul>
 Annual Activities	<ul style="list-style-type: none"><li>▪ Conduct strategy review to align recovery posture with business requirements</li><li>▪ Update documentation and operational procedures accordingly</li></ul>

## 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 backup compliance and health reports**



**Restore request summaries**



**Test restore results and remediation tracking**



**Updated configuration and policy documentation (annually)**



**Access to Redesign's managed services support team**



**Monthly Service Review (virtual, 30 minutes)**

## 07. Services Scope Changes

Changes to the backup architecture, protected system volumes, software platforms, or SLA requirements may necessitate a revised quote or new SOW.

---

## 08. Services Scope Exclusions

This engagement does not include:

- Deployment of new backup platforms
  - Licensing or procurement of Dell software
  - Configuration of Cyber Recovery Vaults (available separately)
  - Active ransomware or incident response services
- 

## 09. Customer Responsibilities

- Maintain current licensing and vendor support agreements
  - Designate internal stakeholders for coordination and decision-making
  - Notify Redesign of infrastructure or business changes affecting backup scope
- 

## 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:

## ⓘ ONSITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

---

- Signed quote referencing SKU: PP-BACKUP-DEPLOY
- Remote access confirmation
- Completion of Pre-Engagement Questionnaire

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

redesign

*The* FUTURE BELONGS  
*to the* CURIOUS.

