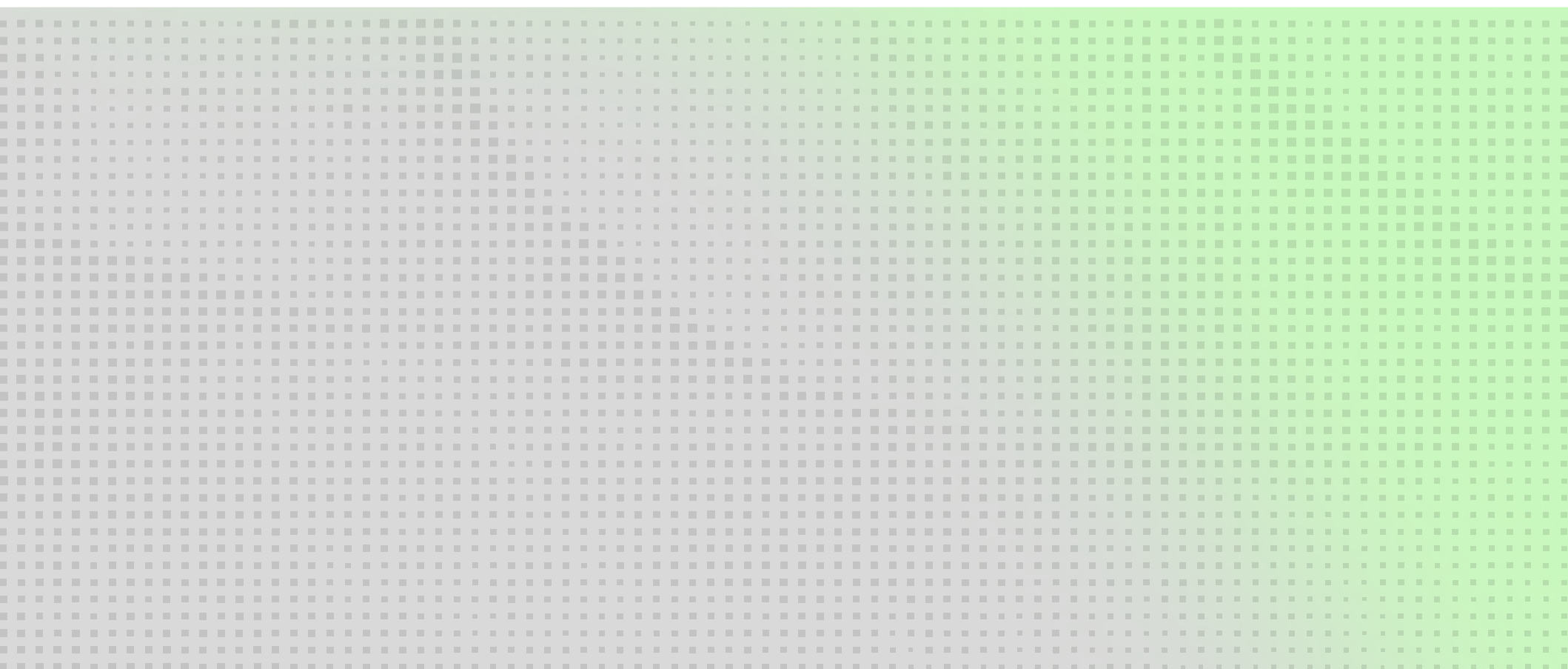


■ SERVICE BRIEF

Network Assessment Services

100-Hour Credit Engagement





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Network Assessment Services delivered under a 100-hour Professional Services credit allocation. This engagement provides access to consulting, discovery, readiness analysis, network performance evaluation, architecture review, and high-level remediation recommendations. No specific task or deliverable is guaranteed, and all work is performed strictly as time allows within the 100-hour service credit.

Assessment activities are limited to analysis using customer-provided tools, platforms, configurations, logs, and telemetry; no deployment of Redesign-owned hardware, software or agents is required or implied.

This engagement is governed by this Service Brief and associated with SKU: NET-ASSESS-PS-100HR.

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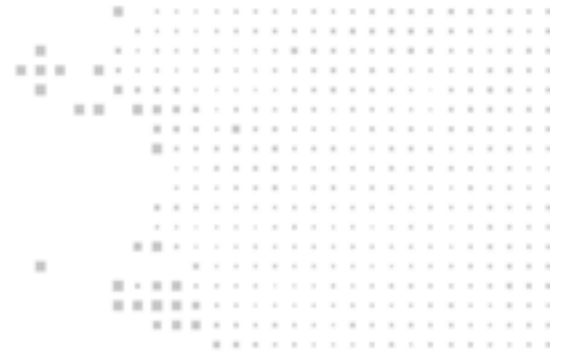
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01. Services Overview

Redesign's Network Assessment Services deliver a structured evaluation of an organization's existing network infrastructure, performance, security posture, configurations, topology, and operational readiness. This engagement helps identify issues, misconfigurations, and modernization opportunities across LAN, WAN, data center, edge, and cloud connectivity environments.

All activities are conducted within the time allotted by the 100-hour Professional Services credit. Activities represent potential services only; completion of any particular deliverable is dependent on remaining hours and customer preparedness.



02. Offer Structure

PRIMARY SERVICES

The following activities may be executed within the 100-hour credit: Alerting, triage, and incident resolution

- Network discovery and documentation review
- Evaluation of LAN, WAN, cloud connectivity, and data center networking
- Performance, throughput, and utilization analysis
- Firewall and Policy statements security rulebase review
- Routing and switching configuration review
- Identification of architectural or operational gaps
- Recommendations for remediation, optimization, and modernization
- Knowledge transfer on findings and best practices

OPTIONAL ADD-ONS

Separate SOW

- Packet capture and deep protocol analysis
- Configuration changes, remediation, or optimization
- Security penetration testing or zero-trust architecture design
- SD-WAN or SASE design and implementation
- Cloud networking architecture (Azure/AWS/GCP) deployment
- Network segmentation or micro-segmentation project work
- High-availability or multi-site network design
- Ongoing monitoring or managed network services

03. Project Scope

In-Scope Areas:

- **Current-state network infrastructure assessment**
- **Review of network topology, routing, switching, and segmentation**
- **Capacity and performance trend evaluation**
- **Firewall, security policy, and access control review**
- **WAN and cloud connectivity path assessment**
- **Documentation and map creation/validation**
- **Remediation and optimization recommendations**

Scope Includes:

- **Reviewing device configurations and logs from switches, routers, and firewalls**
- **Analyzing interface utilization, error rates, and path performance**
- **Conducting latency, jitter, and throughput assessments**
- **Identifying single points of failure or architectural risks**
- **Evaluating resiliency, redundancy, and failover posture**
- **Providing high-level guidance on modernization strategies (SDN, SASE, SD-WAN)**

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

04. Quantity & Effort Model





- **Service SKU: NET-ASSESS-PS-100HR**
- **Quantity: 100 Hours**
- **All activities must fit within the purchased 100-hour allocation**
- **No individual task or deliverable is guaranteed within this limit**

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
 Discovery & Data Collection Phase	<ul style="list-style-type: none">▪ Stakeholder interviews▪ Review of existing documentation (maps, configs, inventory)▪ Inventory collection of network devices▪ Gathering telemetry, logs, and performance data▪ Identifying business-critical services and dependencies
 Analysis Phase	<ul style="list-style-type: none">▪ Network topology and architecture evaluation▪ Routing/Switching review (VLANs, STP, OSPF/BGP, etc.)▪ Firewall & security policy analysis▪ WAN and cloud connectivity assessment▪ Performance and utilization analysis▪ Identification of configuration inconsistencies or risk points
 Findings & Recommendations Phase	<ul style="list-style-type: none">▪ Root-cause hypotheses for issues or bottlenecks▪ Capacity and performance improvement recommendations▪ Architectural modernization suggestions▪ Security and segmentation guidance▪ Improvement roadmap aligned to industry best practices
 Documentation & Knowledge Transfer	<ul style="list-style-type: none">▪ Summary of discovered issues and risks▪ High-level network diagrams (as time allows)▪ Recommendations and next-step guidance▪ Live review session with IT/Network teams

06. Deliverables



Network Assessment Report, including findings and recommendations



High-Level Network Architecture Diagram (current-state)



Remediation & Optimization Recommendations



Knowledge Transfer Session

07. Services Scope Changes

Requests for additional work—including configuration changes, deeper security analysis, redesign efforts, or implementation activities—will require:

- A formal Change Request (CR), or
- A new SOW

08. Services Scope Exclusions

This engagement does not include:

Technical & Deployment Exclusions

- Guaranteed completion of any assessment activity
- Packet capture requiring hardware or software deployment
- Configuration changes or system remediation
- Firewall migration or redesign
- Cloud network deployment or architecture implementation
- Network automation or scripting work
- Detailed security penetration testing
- Troubleshooting end-user devices or applications
- Managed services or ongoing operational support

Other Exclusions

- Work involving unsupported, legacy, or proprietary equipment
- Designing or implementing new network infrastructure

09. Customer Responsibilities

Maintain valid vendor support agreements:

- Provide access to network documentation, configs, tools, and logs
- Grant required read-only access to network devices (where needed)
- Ensure SMEs are available for workshops and deep dives
- Provide accurate network inventories and IP addressing details
- Provide remote access (if applicable) for assessment activities
- Services are performed using customer-provided tools, platforms, and system access. Redesign is not required to deploy proprietary software, agents, appliances, or monitoring tools as part of this engagement.
- Any tooling, data collection, or reporting capabilities are limited to what is available within the customer's existing environment and access permissions.

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

10. Services Schedule

- **Start Date:** Will be jointly developed with the Client
- **Completion:** depends on customer readiness and availability of appropriate subject-matter experts.

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: NET-ASSESS-PS-100HR
- Confirmation of required system access
- Completion of the Pre-Engagement Questionnaire
- Availability of stakeholders for kickoff and discovery sessions

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

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