

■ SERVICE BRIEF

PowerProtect backup *Deployment Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's PowerProtect Backup Services Deployment.

This engagement covers site readiness, planning, configuration, testing, and validation of Dell APEX Backup Services (ABS) and PowerProtect backup solutions for hybrid workloads.

This engagement is governed by this Service Brief and associated with SKU: PP-BACKUP-DEPLOY. The quantity defined in the quote reflects the number of environments, workloads, and backup systems to be deployed.

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01. Services Overview

Redesign's PowerProtect Backup Services Deployment provides end-to-end implementation of Dell APEX Backup Services (ABS) for SaaS apps, endpoints, and hybrid workloads. These services include project planning, system configuration, policy setup, and validation testing to ensure backup operations meet business and compliance requirements.

The engagement delivers a production-ready backup service aligned with Dell best practices and customer requirements.



02. Offer Structure

PRIMARY SERVICES

- Site readiness, project planning, and kick-off meeting
- Deployment and configuration of PowerProtect Backup Services (ABS)
- Integration with virtual infrastructure and deployment of proxies
- Backup policy setup and validation
- Knowledge transfer and documentation handover
- Enable long term retention (if licensed, sized with the appropriate amount of credits, and applicable)

OPTIONAL ADD-ONS

Separate SOW

- Custom AWS VPC design and implementation for ABS
- Advanced integrations (application-aware protection, DR workflows)
- Protection of native AWS EC2 instance workloads
- Protection of SharePoint, OneDrive, Teams, Salesforce
- Configuration of on premise cache server
- Configuration of End user Device protection

03. Project Scope

This engagement includes an Omnissa Standard deployment with the following parameters:

In-Scope Platforms

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

Scope Includes

- Kickoff meeting and resource planning
- Backup design and deployment verification document
- Configuration of ABS for scoped workloads (SaaS, endpoint, or virtual infrastructure)
- Deployment of backup proxies
- Setup and validation of test VM/server backups
- Configuration of backup policies within scoped limits
- Validation of policies, retentions, scheduling inline with customers requirements

04. Quantity & Effort Model

- Service SKU: PP-BACKUP-DEPLOY
- Quantity: Number of workloads and backup environments deployed

05. Services & Key Activities

Stage	Key Activities
 Site Readiness & Planning	<ul style="list-style-type: none"> ▪ Conduct kickoff meeting to review project scope, expectations, and communication plans ▪ Validate availability of required resources ▪ Plan and design data protection of on prem VMware, Hyper-V, or Nutanix hypervisors
 APEX Backup Services Configuration	<ul style="list-style-type: none"> ▪ Install and configure backup system for SaaS apps, endpoints, and hybrid platforms ▪ Deploy backup proxies ▪ Configure initial test VM/server backups ▪ Assist with setup of backup policies ▪ Provide functional overview and knowledge transfer
 Testing, Validation & Documentation Phase	<ul style="list-style-type: none"> ▪ Verify network connectivity of customers environment and Power Protect Backup Services ▪ Conduct DR failover test if licensed and applicable Confirm backup configurations align with agreed design ▪ Confirm backup configurations align with agreed design ▪ Update vendor configuration and entitlements ▪ Register client for vendor alerts if required ▪ Conduct knowledge transfer session with client IT team ▪ Collaborate with client to set up AWS account and VPC network in ABS region ▪ Validate customer has implemented required EC2 and S3 resources

06. Deliverables



Completed
Pre-Engagement
Questionnaire



Deployment
Verification
Document



Remote
Knowledge
Transfer Session(s)

07. Services Scope Changes

Changes to cluster design, feature enablement, or migration scope will require a revised quote or formal Change Request (CR).

08. Services Scope Exclusions

This engagement does not include the following unless explicitly agreed upon in writing:

Deployment Exclusions

- Full-scale datacenter or network architecture redesign
- Core switch configuration, Layer 3 routing, or WAN optimization
- Unsupported or end-of-life firmware or OS versions
- Integration with third-party backup applications unless included in SOW

Workload Protection Exclusion

- Backup workloads beyond scoped SaaS apps, endpoints, or VM workloads
 - Application-level backups for databases, file servers, or NAS unless scoped
 - Custom AWS VPC design unless included as a separate SOW
 - DR orchestration, monitoring, or ongoing managed backup operations
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09. Customer Responsibilities

- Provide resource availability for planning sessions and kickoff
- Ensure all required licensing, SaaS access, or cloud accounts are provisioned
- Provide workload details, backup scope, and retention requirements
- Provide network schema, IP addressing, and access details for integration
- Assign 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

- Schedule to be jointly agreed with Client
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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 will prevent Redesign from delivering the services outlined in this Service Brief.

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