

■ SERVICE BRIEF

PowerScale  
*Deployment Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's PowerScale Deployment Services. This engagement covers the physical installation, baseline configuration, and system validation.

This engagement is governed by this Service Brief and associated with SKU: POWERSCALE-DEPLOY. The quantity defined in the quote reflects the number of PowerScale clusters and nodes to be deployed.

The *future* belongs  
to the *curious*.

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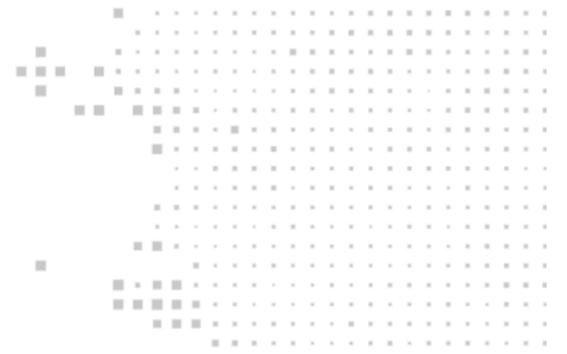
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# 01. Services Overview

Redesign's PowerScale Deployment Services provide end-to-end installation and configuration of Dell PowerScale clusters. These services ensure proper hardware setup, OS deployment, network integration, and operational validation. The engagement delivers a validated, production-ready scale-out NAS environment aligned with Dell best practices and customer requirements.



## 02. Offer Structure

### PRIMARY SERVICES

- Rack & Stack of all PowerScale hardware
- Network configuration (private inter-node and Top-of-Rack L2 front-end)
- PowerScale OS deployment and node discovery
- Cluster validation and knowledge transfer
- Documentation handover

### OPTIONAL ADD-ONS

#### Separate SOW

- Workload migration (SynclQ, large file systems, 3rd party NAS, or non-local replication)
- Advanced storage features (CloudPools, Vault Replication, fan-out replication, SmartConnect)
- Integration with backup, DR, or monitoring platforms
- Application-level services (DFS, AD, DNS, security, etc.)

## 03. Project Scope

### In-Scope Platforms

- Dell PowerScale clusters and supported nodes

### Activities Covered

- Rack, mount, and power-up of PowerScale hardware
- Physical cabling and labeling
- Configuration of IPMI/iDRAC addresses
- Deployment of PowerScale OS on supported Major Code release
- Node discovery and cluster formation
- Installation of patches/updates for supported code
- Configuration of vendor monitoring and support (SRS, CloudIQ, UCC Edge)
- Validation of cluster implementation and handover

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## 04. Quantity & Effort Model

- **Service SKU: POWERSCALE-DEPLOY**
- **Quantity: Number of clusters and nodes to be deployed**

## 05. Services & Key Activities

| Stage   | Key Activities  |
|---|---|
|  Rack & Stack Phase                          | <ul style="list-style-type: none"> <li>▪ Unpack and inspect hardware</li> <li>▪ Rack, mount, and connect all components</li> <li>▪ Install and route power, data, and management cables</li> <li>▪ Apply customer-provided labels</li> <li>▪ Power on systems and validate hardware health</li> <li>▪ Configure IPMI/iDRAC network addresses</li> </ul>   |
|  Cluster & Network Implementation Phase    | <ul style="list-style-type: none"> <li>▪ Verify alignment with Solutions Architect design</li> <li>▪ Configure back-end inter-node networking</li> <li>▪ Configure front-end Top-of-Rack switches if applicable</li> <li>▪ Deploy PowerScale OS on proposed Major Code release</li> <li>▪ Perform node discovery and build cluster</li> <li>▪ Configure encryption and key management if licensed</li> <li>▪ Apply latest software patches/updates</li> <li>▪ Enable vendor monitoring and support systems</li> <li>▪ Apply customer-provided licensing</li> <li>▪ Validate cluster functionality with client review</li> </ul> |
|  Testing, Validation & Documentation Phase | <ul style="list-style-type: none"> <li>▪ Verify network connectivity across all components</li> <li>▪ Conduct validation tests (ping, traceroute, show commands)</li> <li>▪ Test failover and redundancy</li> <li>▪ Update vendor configuration and entitlements</li> <li>▪ Register client for vendor alerts (if applicable)</li> <li>▪ Provide As-Built documentation and configuration backup</li> <li>▪ Conduct knowledge transfer session with client IT team</li> </ul>   |

## 06. Deliverables



Completed  
Pre-Engagement  
Questionnaire



As-Built  
Documentation  
(including configuration  
backups)



Remote  
Knowledge  
Transfer Session

## 07. Services Scope Changes

Changes to cluster design, advanced features, or migration requirements 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 Layer 3 functionality, advanced routing, or WAN replication architectures
- Integration with 3rd party NAS platforms or migration tools (Seed/Ship/Sync, external ingest)
- Unsupported or end-of-life firmware, network, or OS versions (legacy OneFS, SAN firmware, network firmware, Windows Server OS 2003–2019)
- Advanced PowerScale features not in baseline deployment (CloudPools, fan-out replication, vault replication, non-local replication, SmartConnect)
- Ongoing monitoring, operations, or managed services beyond initial deployment and validation

### Migration Exclusions

- Large file system migrations beyond defined limits
- Manual data transfers or folder structure changes
- File system format conversions or protocol changes
- Application-level migrations (DFS, AD, DNS, security, logging, monitoring)
- Workload migrations leveraging SyncIQ

## 09. Customer Responsibilities

- Provide rack elevations, power/cooling readiness, and cabling plan
- Ensure all hardware and licensing are procured and under OEM support
- Provide network schema, VLANs, and addressing requirements
- Assign stakeholders for coordination, testing, and sign-off
- Provide file system and network details as required
- Ensure source systems are available for migration testing
- Failure to meet these requirements may delay or prevent delivery of services

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:

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

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- Signed quote referencing SKU: POWERSCALE-DEPLOY
- Remote and onsite 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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