

■ SERVICE BRIEF

RecoverPoint for Virtual Machines (RP4VM) *Deployment Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's RecoverPoint for Virtual Machines (RP4VM) Deployment Services.

This engagement includes planning, deployment, integration, and validation of Dell RP4VM for disaster recovery (DR) and data protection use cases in virtualized environments.

This engagement is governed by this Service Brief and associated with SKU: RP4VM-DEP. The quantity defined in the quote reflects the number of sites and consistency groups to be configured.

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to the CURIOUS.*

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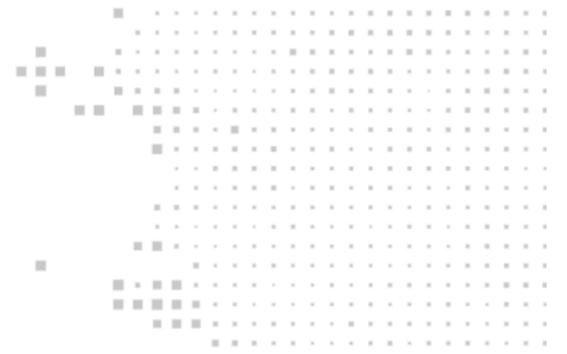
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01. Services Overview

Redesign's RP4VM Deployment Services provide a structured and validated deployment of Dell RecoverPoint for VMs to enable VM-level replication, orchestration, and protection across supported VMware environments. This service focuses on ensuring recoverability, policy alignment, and readiness for DR testing or production cutover.



02. Offer Structure

PRIMARY SERVICES

- Pre-deployment assessment and architecture planning
- Deployment of RP4VM appliances and splitter configuration
- Integration with vCenter and vSphere Web Client
- Consistency group setup and initial testing
- Documentation and knowledge transfer

OPTIONAL ADD-ONS

Separate SOW

- Integration with Site Recovery Manager (SRM) or vRealize Orchestrator
- DR playbook creation and failover simulation
- Application-consistent protection design
- Multi-site replication topologies

03. Project Scope

This engagement includes the deployment and basic configuration of RP4VM within a single-site or dual-site VMware vSphere environment.

In-Scope Activities

- RP4VM OVF deployment, splitter installation, and connection to vCenter
- Configuration of journal volumes and repository storage
- Setup of initial replication policies and consistency groups
- Enablement of failover and test workflows for protected VMs

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: RP4VM-DEP**
- **Quantity: Number of sites and consistency groups**

05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none"> ▪ Validate remote access and credentials ▪ Review virtualization platform readiness ▪ Collect inputs via Discovery Questionnaire ▪ Confirm storage and journal volume requirements
 Design Phase	<ul style="list-style-type: none"> ▪ Develop RP4VM deployment architecture ▪ Define consistency group structure and replication topology ▪ Align RPO/RTO requirements with customer goals
 Deployment Phase	<ul style="list-style-type: none"> ▪ Deploy RP4VM appliances and install splitters ▪ Register plugin with vCenter and validate integration ▪ Configure journal volumes, repositories, and clusters ▪ Create and validate up to (5) consistency groups groups with test failover
 Post-Deployment	<ul style="list-style-type: none"> ▪ Deliver final configuration overview and lessons learned ▪ Conduct handoff session and admin walkthrough ▪ Review high-level DR testing procedures

06. Deliverables



Completed
Discovery
Questionnaire



RP4VM deployment
and configuration
summary



Consistency
group list and
policy snapshot



Sign-off and
knowledge transfer
documentation

07. Services Scope Changes

Requests for additional sites, protection groups, or integration features may require a revised quote or formal Change Request (CR).

08. Services Scope Exclusions

This engagement does not include:

- Application-level consistency groups or failover scripting
 - DR runbook/playbook development unless scoped separately
 - Multi-site cascading replication or fan-in/out designs
 - Ongoing replication monitoring or tuning
 - Recovery testing in production
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09. Customer Responsibilities

- Provide vCenter, ESXi, and storage access credentials
- Ensure network and storage paths are ready between sites
- Complete backups prior to implementation
- Provide administrative access to vCenter, storage, and firewall configuration
- Assign DR stakeholders for coordination and testing

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: RP4VM-DEP
- Completed Discovery Questionnaire
- Remote access to environment confirmed
- Scope and topology approved

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

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