

■ SERVICE BRIEF

Storage Area Network (SAN) *Deployment Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's SAN Deployment Services. This engagement covers the physical installation, baseline configuration of the SAN device, and storage connection to existing infrastructure.

This engagement is governed by this Service Brief and associated with SKU: SAN-DEPLOY.

The quantity defined in the quote reflects the number of SAN devices to be deployed.

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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 SAN Deployment Services provide end-to-end installation and configuration of SAN devices.

These services ensure proper physical setup, firmware validation, and storage connection establishment.



02. Offer Structure

PRIMARY SERVICES

- Rack & Stack of SAN device(s) Initial configuration of SAN device(s)
- Storage connection to existing infrastructure (iSCSI/NVMe over TCP presentation)
- Establishment of Network-Attached Storage (NAS) functionality limited to (3) volumes (if device supports this functionality)
- Documentation handover

OPTIONAL ADD-ONS

Separate SOW

- Lifecycle Management
- Data Center Move and/or Staging Services
- Snapshot and Replication Services
- Metro Volumes and Devices
- Additional Volumes Beyond the (3) Mentioned Above
- Backup Software Integration

03. Project Scope

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

In-Scope Platforms

- PowerVault ME and MD Series
- Unity (non-XT models)
- PowerStore

Scope Includes

- Rack, mount, and power-up of SAN device(s)
- Physical cabling and labeling
- Initial configuration of SAN device(s)
- Storage connection to existing infrastructure (iSCSI/NVMe over TCP presentation)
- Establishment of Network-Attached Storage (NAS) functionality limited to (3) volumes (if device supports this functionality)
- Validation/updates of latest stable version of OEM software
- Vendor support system enablement (OME, SRS/SCG Virtual, CloudIQ)

04. Quantity & Effort Model

- Service SKU: SAN-DEPLOY
- Quantity: Number of SAN devices to be deployed

05. Services & Key Activities

Stage	Key Activities
 Rack & Stack Phase	<ul style="list-style-type: none">▪ Verify alignment with Solutions Architect design▪ Unpack and inspect hardware included in Bill of Materials▪ Rack, mount, and connect all components▪ Install and route power, data, and management cables▪ Apply labels to newly installed cables▪ Power on systems and validate hardware health▪ Validate software versions across all components▪ Enable vendor monitoring and support systems▪ Apply customer-provided licensing
 Validation & Knowledge Transfer Phase	<ul style="list-style-type: none">▪ Validate SAN device functionality with client review▪ Verify network connectivity▪ Provide As-Built documentation▪ Conduct remote knowledge transfer session with client IT team, limited to (2) hours

06. Deliverables



Completed
Pre-Engagement
Questionnaire



As-Built
Documentation



Remote
Knowledge
Transfer Session(s)

07. Services Scope Changes

Changes to design or feature enablement 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

- Migration of workloads
- Deployment of SAN device(s) not listed in Section 3 (In-Scope Platforms)
- Application-level work (VDI, databases, Active Directory, DNS, security services, logging, monitoring)
- Core switch Layer 3 functionality or advanced routing (OSPF, BGP, MPLS, etc.)
- Lifecycle Management
- Ongoing monitoring, operations, or managed services beyond initial deployment and validation
- Full-scale datacenter or network architecture redesign
- Integration with third-party systems (backup, replication, firewalls, SIEM, monitoring)
- Unsupported or end-of-life software/firmware versions
- Snapshot and replication enablement
- Backup integration
- Configuration of Metro Volumes and Devices
- Additional Volumes Beyond the (3) Mentioned Above

09. Customer Responsibilities

- Provide rack elevations, power/cooling readiness, and cabling plan
- Provide remote/onsite access to requisite facilities and systems
- Ensure all hardware and licensing are procured and under OEM support
- Provide network schema, VLANs, and IP addressing requirements
- Assign stakeholders for coordination, testing, and sign-off
- Ensure source systems are available for migration testing

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

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: SAN-DEPLOY
- Hardware and cables have arrived at designated install location(s)
- Site readiness is completed with Redesign Engineering and Project Management Teams
- 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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