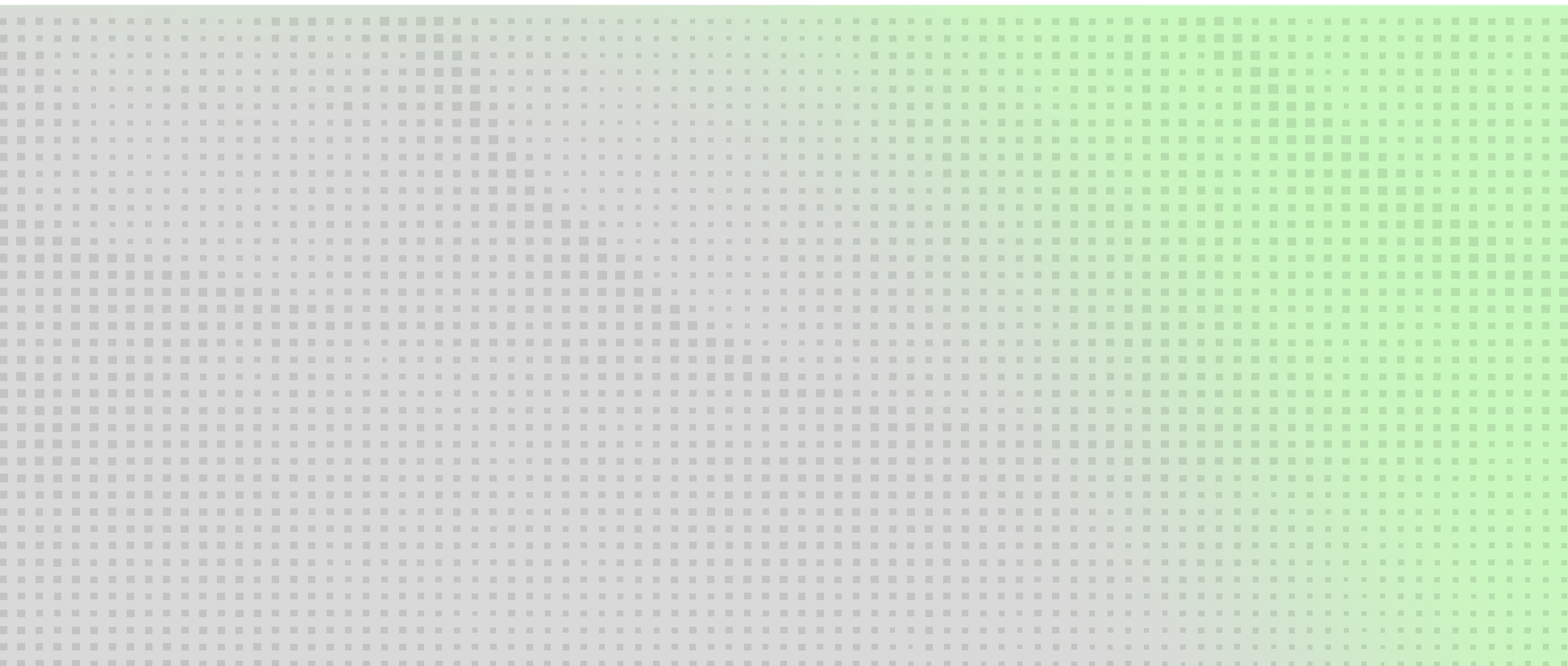


■ SERVICE BRIEF

Technical Assistance & *Troubleshooting Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Technical Assistance & Troubleshooting Services.

This engagement covers remote-only, best-effort technical assistance for investigation and troubleshooting of issues across compute, storage, networking, and data protection environments.

This engagement is governed by this Service Brief and associated with SKU: TA-TROUBLESHOOT-TM.

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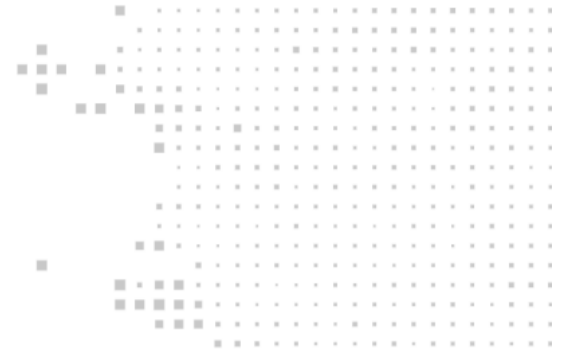
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01. Services Overview

Redesign's Technical Assistance & Troubleshooting Services provide remote-only, reactive technical assistance to support customers with diagnosing and troubleshooting issues within existing compute, storage, network, and data protection environments.

Services may include problem analysis, configuration review, log analysis, remediation recommendations, and coordination with vendor support. These services are intended to assist customer operations teams and do not constitute managed services, proactive monitoring, or guaranteed break/fix support.

All services are delivered on a commercially reasonable, best-effort basis and are time and materials billed, with no guarantee of resolution.



02. Offer Structure

☒ PRIMARY SERVICES

- Remote technical assistance and troubleshooting for infrastructure, networking and data protection platforms
- Issue investigation, isolation, and analysis
- Configuration and health review
- Log collection and diagnostic analysis
- Remediation recommendations and best-practice guidance
- Vendor support case assistance and escalation support (when applicable)
- Documentation of findings and recommendations

03. Project Scope

In-Scope Platforms

- VMware vSphere, Microsoft Hyper-V and related components
- OEM-supported server platforms

Scope Includes

- Remote access-based troubleshooting only (no onsite services)
- Review of configurations, logs, and operational status
- Issue isolation and root cause analysis (where possible)
- Remediation guidance and validation support
- Coordination with OEM and software vendors

Storage

- vSAN, SAN and NAS platforms

Data Protection & Cyber Recovery

- PowerProtect Data Domain
- Avamar
- NetWorker
- Veeam
- PowerProtect Backup Services (Apex/Druva)
- Cyber Recovery Vault and associated components

Networking

- Layer 2 and basic Layer 3 networking components

04. Quantity & Effort Model




- **Service SKU: TA-TROUBLESHOOT-TM**
All services are delivered on a time and materials basis.

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
 Troubleshooting & Analysis	<ul style="list-style-type: none">▪ Intake and clarification of reported issue(s)▪ Review of architecture, configurations, and logs▪ Health validation of relevant components▪ Identification of potential root causes and contributing factors
 Remediation Guidance	<ul style="list-style-type: none">▪ Best-practice recommendations for issue resolution▪ Configuration change guidance (customer-executed unless otherwise agreed)▪ Validation of remediation actions taken
 Vendor Coordination	<ul style="list-style-type: none">▪ Assistance opening and managing vendor support cases▪ Participation in joint troubleshooting sessions

06. Deliverables



Troubleshooting
summary and
findings



Remediation
recommendations

07. Services Scope Changes

Requests that extend beyond troubleshooting—including design changes, upgrades, migrations, or implementation work—require a revised quote or separate Statement of Work.

08. Services Scope Exclusions

This engagement does not include:

- **Guaranteed issue resolution or SLA-based support**
 - **Onsite services**
 - **Proactive monitoring or managed services**
 - **Full environment assessments or audits**
 - **Architecture redesign or optimization**
 - **Major upgrades, migrations, or data movement**
 - **Application-level troubleshooting (databases, VDI, AD, DNS, etc.)**
 - **Security incident response or forensics**
 - **Support for unsupported or end-of-life platforms**
 - **Development, scripting, or custom tooling**
 - **Emergency services for ransomware response and remediation**
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09. Customer Responsibilities

Maintain valid vendor support agreements:

- **Provide timely remote access to systems, logs, and personnel**
- **Ensure all platforms are properly licensed and under vendor support**
- **Assign technical contacts authorized to make decisions**
- **Execute approved remediation actions**
- **Maintain independent backups and data protection**

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

10. Services Schedule

- **Delivery:** Services are delivered remotely and on a request basis
- **Schedule:** Scheduling is subject to engineer availability
- **Response:** Response times are best effort unless otherwise contractually defined

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: TA-TROUBLESHOOT-TM
- Remote access confirmation

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

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