

■ SERVICE BRIEF

Three-Tier Architecture *Deployment Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Three-Tier Architecture Deployment Services. This engagement covers the physical installation, baseline configuration, validation, and migration framework validation of a net new three-tier compute, storage, and networking environment.

This engagement is governed by this Service Brief and associated with SKU: 3TIER-DEPLOY-VSPHERE. The quantity defined in the quote reflects the number of clusters, servers, and storage arrays to be deployed.

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01. Services Overview

Redesign's Three-Tier Deployment Services provide end-to-end installation and configuration of compute clusters, SAN storage, and supporting network components.

These services ensure proper physical setup, firmware validation, hypervisor and cluster configuration, and migration framework validation. The engagement delivers a validated, production-ready three-tier environment aligned with vendor best practices and customer requirements.



02. Offer Structure

PRIMARY SERVICES

- Rack & Stack of all compute, storage, and networking hardware
- Hypervisor (VMware), SAN, and cluster configuration
- Firmware validation and baseline patching
- Cluster validation and knowledge transfer
- Documentation handover

OPTIONAL ADD-ONS

Separate SOW

- Advanced network integration (Core switch L3+, routing, segmentation)
- Workload migration
- Lifecycle Management
- Hypervisor conversions (e.g., Hyper-V → VMware, VMware → Hyper-V)
- Storage or Virtual Machine Replication Configuration
- Data Center Move and/or Staging Services
- Integration with external backup, security, or monitoring platforms
- Application-level services (Databases, VDI, AD, DNS, etc.)
- Azure ARC Deployment and Configuration

03. Project Scope

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

In-Scope Platforms

- Net new OEM-supported servers, SAN arrays, and top of rack/Layer 2 networking hardware.

Scope Includes

- Rack, mount, and power-up of compute, storage, and networking components
- Physical cabling and labeling
- IPMI/iDRAC configuration for server management
- Validation/updates of latest stable versions of drivers and firmware
- Deployment of hypervisor (VMware), SAN, and cluster management software
- Installation of OME/OMEVV for cluster observability
- Vendor support system enablement (OME, SRS/SCG Virtual, CloudIQ)
- Validation of cluster implementation and handover
- Workload Migration Framework

04. Quantity & Effort Model

- Service SKU: 3TIER-DEPLOY-VSPHERE
- Quantity: Number of clusters, servers, and storage arrays 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▪ Configure IPMI/iDRAC network addresses
 Cluster & Network Implementation Phase	<ul style="list-style-type: none">▪ Configure ToR L2 switches if applicable▪ Validate drivers and firmware versions across all components▪ Install and configure hypervisor (VMware), SAN, and cluster management tools▪ Enable vendor monitoring and support systems▪ Apply customer-provided licensing▪ Validate cluster functionality with client review
 Validation & Knowledge Transfer Phase	<ul style="list-style-type: none">▪ Verify network connectivity across compute, storage, and management▪ Perform basic validation tests (ping, traceroute, show commands)▪ Test failover and redundancy▪ Provide As-Built documentation and configuration backup▪ Conduct remote knowledge transfer session with client IT team, limited to (2) hours▪ Workload Migration Framework Validation▪ Identify and assess existing network, storage, and server configurations▪ Establish migration framework and plan▪ Conduct (1) test migration with non-critical virtual machine (less than 250 GiB)

06. Deliverables



Completed
Pre-Engagement
Questionnaire



As-Built
Documentation
(including configura-
tion backups)



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

- Migration of workloads beyond single test migration
- Full-scale datacenter or network architecture redesign
- Lifecycle Management
- Core switch Layer 3 functionality or advanced routing (OSPF, BGP, MPLS, etc.)
- Integration with third-party systems (backup, replication, firewalls, SIEM, monitoring)
- Unsupported or end-of-life software/firmware versions
- Advanced SAN features not covered in baseline deployment (metro clustering, stretched arrays, replication to secondary sites, etc.)
- Ongoing monitoring, operations, or managed services beyond initial deployment and validation
- Application-level work (VDI, databases, Active Directory, DNS, security services, logging, monitoring)
- VMware Cloud Foundation Advanced Component Deployment and Configuration
- (NSX, Aria, Live Site Recovery, etc.)

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: 3TIER-DEPLOY-VSPHERE
- 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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