

■ SERVICE BRIEF

Virtual Machine Conversion & Migration Services *Cross-Hypervisor*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Cross-Hypervisor Virtual Machine Conversion and Migration Services. This engagement supports the discovery, planning, local conversion, and migration of virtual machines between different hypervisor platforms (e.g., VMware to Hyper-V or Hyper-V to VMware) supporting both local and WAN-based migrations.

This engagement is governed by this Service Brief and associated with SKU: VM-MIG-CROSS.

The quantity defined in the quote reflects the number of virtual machines to be converted and migrated.

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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

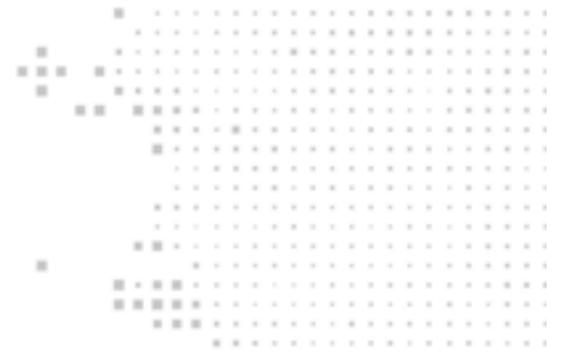
09. Customer Responsibilities

10. Services Schedule

11. Terms and Conditions

01. Services Overview

Redesign's Cross-Hypervisor Virtual Machine Conversion and Migration Services provide structured, local conversion and migration of virtual machines between distinct virtualization platforms, whether migration is local or across geographically separated sites.



02. Offer Structure

PRIMARY SERVICES

- Pre-migration discovery and compatibility assessment
- Conversion strategy and execution
- Migration and deployment
- Post-conversion validation
- Migration and deployment
- Handover and final documentation

OPTIONAL ADD-ONS

Separate SOW

- Guest OS driver remediation
- Host Optimization/Best Practices
- Integration into monitoring or backup systems

03. Project Scope

This engagement includes the local conversion and migration of virtual machines between different hypervisor platforms.

Redesign supports workload migrations and conversions across the following virtualization platforms:

- **VMware vSphere (ESXi)**
- **Microsoft Hyper-V**
- **Nutanix**

All devices must be functional, supported, and reachable for inclusion.

04. Quantity & Effort Model

- **Service SKU: VM-MIG-CROSS**
- **Quantity: Number of virtual machines to be converted and migrated**
- **Effort and scheduling are based on VM complexity and destination platform readiness**

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
 Discovery Phase	<ul style="list-style-type: none">▪ Review current infrastructure and VM inventory▪ Assess host, storage, and network readiness▪ Document compatibility and migration constraints▪ Identify bandwidth and performance considerations for WAN transfers▪ Validate destination platform readiness and hardware compatibility▪ Gather backup and rollback details▪ Confirm resource availability on both source and destination hosts
 Design Phase	<ul style="list-style-type: none">▪ Define conversion tooling and migration sequence▪ Develop rollback plans and testing requirements▪ Finalize schedule and approach for client approval
 Deployment Phase	<ul style="list-style-type: none">▪ Perform local VM conversions using industry-standard tools adhering to Change Management Policy▪ Deploy converted VMs to target hypervisor▪ Validate VM boot and network connectivity▪ Coordinate testing with customer
 Handover & Documentation	<ul style="list-style-type: none">▪ Deliver updated configuration documentation and conversion logs▪ Conduct knowledge transfer session▪ Provide migration summary report with lessons learned

06. Deliverables



Pre-migration
assessment



Conversion and
migration plan



Updated VM
inventory and
configuration
snapshots



Final
documentation
package



Knowledge
transfer
session

07. Services Scope Changes

Changes in quantity, platform, and/or infrastructure design will require a revised quote or formal Change Request (CR).

08. Services Scope Exclusions

This engagement does not include:

- VM Tools Updates
 - Guest OS licensing, upgrades, or application reinstallation
 - Application-level testing or remediation CyberSense installation or patching
 - Network segmentation or production environment testing
 - Ongoing monitoring or patching
 - Cloud platform conversions (e.g., VMware to Azure/AWS)
 - Custom integrations with non-standard hypervisors
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09. Customer Responsibilities

- Provide administrative access to both source and destination platforms
- Provide unique temporary credentials
- Provide remote access to environment and a secure VM jumpbox
- Assign resources for testing and signoff
- Approve scheduled change windows
- Confirm local infrastructure readiness (compute, storage, network)
- Cross-site migration WAN ISP bandwidth must be "suitable" based on the migration > workloads; minimum recommended bandwidth is 500mb or higher

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 by customer

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: VM-MIG-CROSS and defined quantity
- Access and resource validation completed
- Migration scope confirmed and approved

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

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