

■ SERVICE BRIEF

Virtual Machine *Migration Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Same Platform Virtual Machine Migration Services. This engagement provides structured migration of virtual machines between environments running the same hypervisor platform, supporting both local and WAN based transfers.

This engagement is governed by this Service Brief and associated with SKU: VM-MIG-SAME. The quantity defined in the quote reflects the number of virtual machines to be 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 Virtual Machine Migration Services ensure structured, validated transitions of virtual workloads from one supported virtualization environment to another within the same hypervisor family.

The service includes planning, migration execution, and post-migration validation, whether migration is local or across geographically separated sites (WAN).



02. Offer Structure

MONTHLY SUPPORT TERMS

- Pre-migration discovery and validation
- Migration planning and scheduling
- VM migration execution (local or WAN-based)
- Post-migration verification and documentation
- Handover and knowledge transfer

OPTIONAL ADD-ONS

Separate SOW

- Application validation and testing
- Post-migration monitoring
- Guest OS reconfiguration
- Cloud and cross-platform migrations

03. Project Scope

This engagement includes migration of VMs between supported VMware, Hyper-V, or Nutanix environments located on the same network (local) or geographically separate locations (WAN), using approved and secure tools and transfer methods.

Supported platforms:

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

04. Quantity & Effort Model

- **Service SKU: VM-MIG-SAME**
- **Quantity: Number of virtual machines (VMs) to be migrated**

■ PLANNING

Planning effort and scheduling depend on the number of VMs, source/ target configuration, and network paths (local or WAN)

05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none">▪ Review current virtual infrastructure and VM inventory▪ Assess host, storage, and network readiness▪ Document compatibility and migration constraints▪ Identify bandwidth and performance considerations for WAN transfers
 Design Phase	<ul style="list-style-type: none">▪ Define migration groups and preferred transfer method (live, staged, offline)▪ Create rollback plan and test checklists▪ Review and align migration schedule with customer priorities
 Deployment Phase	<ul style="list-style-type: none">▪ Execute VM migrations using approved tools and methods adhering to Change Management Policy▪ Validate VM boot, functionality, and network access postmigration
 Handover & Documentation	<ul style="list-style-type: none">▪ Deliver updated VM inventory, validation results, and configuration records▪ Conduct knowledge transfer with customer team▪ Provide final report with migration summary and future-state recommendations

06. Deliverables



Migration plan
and schedule



Validation checklist
and post-migration
signoff



Updated VM inventory
and documentation



Knowledge
transfer session
and summary report

07. Services Scope Changes

Changes in number of VMs, target environment configuration, network complexity (WAN vs. local), or additional integrations may require a revised quote or SOW.

08. Services Scope Exclusions

Unless explicitly included, the following are out of scope:

- Guest OS upgrades, licensing, or reinstallation
 - Application-level testing or remediation
 - Backup, DR, or monitoring configuration
 - Infrastructure upgrades or hardware provisioning
 - Cross-platform (e.g., VMware to Hyper-V) or cloud migrations
 - VM Tools Updates
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09. Customer Responsibilities

- Provide access to source and target hypervisor environments
- Validate current backups for all in-scope VMs
- Ensure destination infrastructure is fully operational
- Assign stakeholders for change approvals and testing
- Approve change windows
- Provide unique temporary credentials
- Provide remote access to environment and a secure virtual machines jumpbox
- 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:

ⓘ SITE SERVICES WILL NOT BEGIN UNTIL THE FOLLOWING PREREQUISITES ARE MET

- Signed quote referencing SKU: VM-MIG-SAME and defined quantity
- Access and resource validation completed
- Migration scope confirmed and approved

Failure to meet these requirements may delay or prevent delivery of services.

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