

■ SERVICE BRIEF

# Virtual Machine Conversion & Migration Services *Deployment Services*





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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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*to the* CURIOUS.

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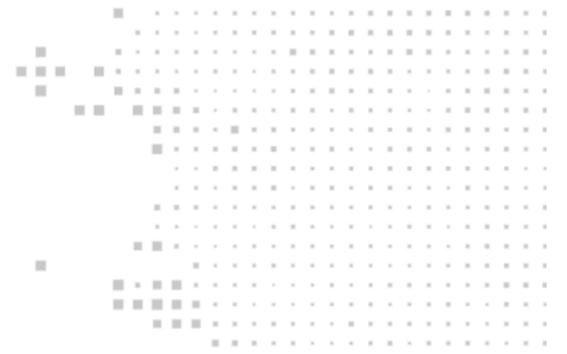
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11. Terms and Conditions

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# 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**
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## 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**

## 05. Services & Key Activities

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

## 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).

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## 08. Services Scope Exclusions

Unless explicitly agreed upon, this engagement does not include:

- VM Tools Updates
  - Guest OS licensing, upgrades, or application reinstallation
  - Application-level testing or remediation
  - 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
- Ensure all in-scope VMs are fully backed up prior to conversion
- 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 from customer
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## 11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

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

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

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

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