

■ SERVICE BRIEF

# VxRail Lifecycle *Managed Services*





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's VxRail Lifecycle Management (LCM) Services.

This engagement supports the discovery, planning, assessment, and implementation of lifecycle operations across Dell VxRail clusters.

This engagement is governed by this Service Brief and associated with SKU: VXRAIL-LCM. The quantity defined in the quote reflects the number of VxRail clusters and nodes under lifecycle management

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to the CURIOUS.*

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# 01. Services Overview

Redesign's VxRail Lifecycle Management Services are designed to maintain platform stability and ensure continued supportability by applying validated firmware, software, and hardware updates using VxRail Manager and VMware tools.

This service targets production-readiness, proactive issue resolution, and platform health.



# 02. Offer Structure

## PRIMARY SERVICES

- Pre-engagement remote access and readiness validation
- Discovery and lifecycle assessment
- VxRail firmware, BIOS, and software upgrades
- Post-upgrade system validation and summary

## OPTIONAL ADD-ONS

### Separate SOW

- vSAN health remediation
- VxRail cluster expansion
- VxRail upgrades involving NSX, vRealize, or additional integrations
- Custom documentation ("as-built") or platform redesign

## 03. Project Scope

This engagement includes lifecycle management services for VxRail environments that meet the following criteria:

### In-Scope Platforms

- Dell EMC VxRail clusters running supported VxRail software versions
- VxRail integrated with VMware vCenter and vSAN
- Systems under active Dell ProSupport or ProSupport Plus coverage

### Scope Includes

- Upgrade planning and sequencing
- Execution of VxRail LCM upgrades via VxRail Manager
- Host reboots and post-upgrade health checks

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## 04. Quantity & Effort Model

- **Service SKU:VXRAIL-LCM**
- **Quantity: Number of clusters and nodes to be evaluate and upgraded**
- **Effort is based on VxRail version, environment readiness and support matrix alignment**

## 05. Services & Key Activities

Stage	Key Activities
 Discovery Phase	<ul style="list-style-type: none"><li>▪ Validate remote access and system credentials</li><li>▪ Send and review a Discovery Questionnaire</li><li>▪ Review VxRail support contracts and software entitlements</li><li>▪ Identify upgrade paths based on current build versions</li></ul>
 Assessment Phase	<ul style="list-style-type: none"><li>▪ Conduct environment health and log review</li><li>▪ Validate readiness of vCenter, VxRail Manager, and associated components</li><li>▪ Review existing alerts, cluster stability, and hardware health</li></ul>
 Implementation Phase	<ul style="list-style-type: none"><li>▪ Stage and install lifecycle upgrade bundle</li><li>▪ Upgrade VxRail Manager, vCenter, ESXi, firmware, BIOS (as applicable)</li><li>▪ Reboot nodes sequentially using LCM automation</li><li>▪ Perform post-upgrade validation and ensure cluster health</li></ul>
 Post-Engagement	<ul style="list-style-type: none"><li>▪ Validate services post-LCM upgrade</li><li>▪ Provide summary report and sign-off</li><li>▪ Coordinate next LCM cycle, if applicable</li></ul>

## 06. Deliverables



Complete  
Discovery  
Questionnaire



Lifecycle  
Management  
Summary Report



Signed Service  
Completion  
Document Per  
Upgrade Cycle

## 07. Services Scope Changes

Changes in supported components, upgrade paths, or integration requests 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:

- Performance tuning, troubleshooting, or optimization
  - Cluster expansions or new node deployments
  - NSX, vRealize, or Horizon component upgrades
  - Major architectural redesigns or new integrations
  - Custom or "as-built" documentation
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## 09. Customer Responsibilities

- Provide valid remote access and credentials for VxRail, vCenter, and related systems
- Ensure all systems are under active support with OEM
- Complete backups and snapshot removals prior to LCM
- Provide any required upgrade licenses or entitlement updates
- Assign stakeholder for coordination, testing, and sign-off
- Ensure environment is in a stable and working condition without errors

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:

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

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- Signed quote referencing SKU: VXRAIL-LCM
- Remote access and scope confirmation
- Completion of Discovery Questionnaire

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

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