

▶ Service Brief

Dell Cyber Recovery Vault

Upgrade Services





This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Dell Cyber Recovery Vault Upgrade Services. This engagement includes planning, coordination, and execution of supported upgrades for Dell Cyber Recovery Vault platforms, including Secure Copy Services, Data Domain systems, and CyberSense (if deployed), ensuring vault readiness, isolation, and compliance with Dell best practices.

This engagement is governed by this Service Brief and associated with SKU: VAULT-UPGRADE. The quantity defined in the quote reflects the number of Dell Cyber Recovery Vaults to be upgraded.



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 Dell Cyber Recovery Vault Upgrade Services are designed to maintain the integrity, performance, and recoverability of vault environments by upgrading core software components, firmware, and configurations in line with Dell's supported lifecycle policies. This includes the Cyber Recovery Manager Software, IndexEngines CyberSense software, Data domain DDOS patches, and all PowerEdge BIOS, Chipset, NIC, and iDRAC firmware on the physical host are included.



02. Offer Structure

Primary Service

- ▶ Vault health and version discovery
- ▶ Upgrade planning and compatibility validation
- ▶ Execution of Cyber Recovery and DDOS upgrades
- ▶ Secure Copy workflow validation and testing
- ▶ CyberSense upgrade

Optional Add-Ons

Separate SOW

- ▶ CyberSense configuration tuning or alert refinement
- ▶ Vault integration with broader BCP/DR strategy
- ▶ Runbook or policy development

03. Project Scope

This engagement includes in-place upgrade support for one or more Dell Cyber Recovery Vault environments. Vault environments may include the following components, all of which may be included in the scope depending on deployment:

- Dell Cyber Recovery software platform
- Secure Copy workflows
- DataDomain appliances (vault target only)
- CyberSense software

This service assumes all components are deployed and functional prior to engagement.

04. Quantity & Effort Model

- **Service SKU:** VAULT-UPGRADE
- **Quantity:** Number of Dell Cyber Recovery Vault environments to be upgraded

Each environment includes all applicable components and configurations associated with that vault instance. Quantity determines total effort, execution windows, and validation requirements.



05. Services & Key Activities

Pre-Upgrade Activities

- ▶ Confirm vault software, firmware, and CyberSense versions
- ▶ Validate support entitlements and upgrade readiness
- ▶ Review existing environment for any products that can't meet upgrade qualifications based on end of life Operating System support. (A separate SOW will be required if end of life products are found).

Upgrade Execution

- ▶ Upgrade Dell Cyber Recovery platform components
- ▶ Upgrade Data Domain OS Production and Vault
- ▶ Validate and test Secure Copy Services post-upgrade
- ▶ Upgrade CyberSense and validate scan and alerting functionality

Post-Upgrade Activities

- ▶ Ensure vault is functioning in it's current deployment.
- ▶ Document new versions, issues, and recommendations
- ▶ Obtain formal sign-off

06. Deliverables



07. Services Scope Changes

Scope changes such as adding vault components, integrating with DR workflows, or rearchitecting secure copy policies may require a revised quote or SOW.

08. Services Scope Exclusions

This engagement does not include:

- Initial deployment, design, or redesign of vault environments
- Disaster recovery testing or ransomware simulation
- CyberSense configuration overhaul
- Managed services or ongoing support

09. Customer Responsibilities

- Provide Redesign with remote access to vault management consoles and backup environment
- Maintain valid software licensing and support contracts
- Schedule and approve outage/change windows
- 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:** End date specified in the quote

11. Terms and Conditions

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

🔗 www.redesign-group.com/legal

Services will not begin until the following prerequisites are met:

- ✓ Signed quote referencing **SKU: VAULT-UPGRADE** and quantity
- ✓ Remote access to the vault platform validated
- ✓ Stakeholders assigned and kickoff scheduled
- ✓ Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.



[re]DESIGN

The future belongs
to the curious.