

▶ Service Brief

Dell Backup & Restore

Managed Services





This document outlines the scope, deliverables, responsibilities, and terms governing Redesign’s Dell Backup & Restore Managed Services. This engagement provides operational oversight, configuration management, and support for Dell-powered backup environments.

This engagement is governed by this Service Brief and associated with SKU: MS-BACKUP.

The quantity defined in the quote reflects the number of Dell Data Domain appliances (physical or virtual), virtual machines (VMs), and protected workloads (e.g., NDMP, SQL, Oracle, SAP) to be supported.



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 Backup & Restore Managed Services deliver continuous management and operational support for enterprise backup environments built on Dell platforms.

The service covers routine monitoring, troubleshooting, policy creation, and recovery assistance for environments utilizing:

- PowerProtect Data Manager
- Dell Avamar
- Dell NetWorker
- And/or Veeam, backed by Dell Data Domain storage systems

02. Offer Structure

Primary Service

- Monitoring of backup jobs, alerts, and health status.
- Incident response for job failures and restore requests
- Test restores and backup integrity validation
- Oversight of storage consumption and capacity planning
- Monthly compliance checks and reporting
- Annual strategy review and documentation updates

Optional Add-Ons

Separate SOW

- Cyber Recovery Vault management
- Integration with DR, or regulatory programs
- 24/7 support and response/mentation updates

3. Project Scope

This engagement includes the operational management of backup and restore environments defined in the quote. The scope includes platform monitoring, policy compliance, and storage oversight.

Supported software platforms include:

- PowerProtect Data Manager
- Dell Avamar
- Dell NetWorker
- And/or Veeam, backed by Dell Data Domain storage systems



4. Quantity & Effort Model

- Service SKU: MS-BACKUP-DELL
- Quantity: Defined as the total number of:
 - Backup Software
 - Dell Data Domain appliances (physical or virtual)
 - Virtual machines (VMs) included in backup policies Enterprise
 - Business Applications (e.g., NDMP, SQL, Oracle, SAP)

This quantity dictates the monitoring, restore testing, storage oversight, and policy governance effort required.

- 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).

5. Services & Key Activities

Onboarding Process (30 Days)

- ▶ Conduct kickoff with stakeholders to align on service scope, roles, and communication channels
- ▶ Validate remote access to backup systems, Data Domain appliances, and management consoles
- ▶ Review existing backup configurations, schedules, retention policies, and documentation
- ▶ Establish initial reporting framework for Data Protection and backup posture.
- ▶ Provide knowledge transfer on Redesign's service management process, incident handling, and escalation paths

Continuous Activities

- ▶ Monitor backup job completion and alert on failure
- ▶ Collect error logs and raise Service Request with the appropriate teams to engage in a support session if necessary. Provide detailed outline of any failures and work directly with the customer to remediate issues resulting from the backup failures.
- ▶ Keep accurate records of backup versioning, document any configuration changes through our provided change management system or the customers.

Monthly Activities

- ▶ Conduct policy compliance review (retention, encryption, etc.)
- ▶ Execute and document test restores for selected systems capacity planning
- ▶ Review available patches for applicable new features, ensure if any security patches are available in the product updates that the customer is aware of the impact, and required upgrade

6. Deliverables

Redesign will deliver all scoped services within the monthly support hour limit defined in the quote. Fixed deliverables (e.g., scheduled reports or platform reviews) will be prioritized.

Support beyond the allocated hours is not guaranteed and may require a revised quote or separate SOW.

7. Services Scope Changes

Changes to the backup architecture, protected system volumes, software platforms, or SLA requirements may necessitate a revised quote or new SOW.



8. Services Scope Exclusions

This engagement does not include:

- Deployment of new backup platforms
- Licensing or procurement of Dell software
- Configuration of Cyber Recovery Vaults (available separately)
- Active ransomware or incident response services

9. Customer Responsibilities

- Maintain current licensing and vendor support agreements
- Designate internal stakeholders for coordination and decision-making
- Notify Redesign of infrastructure or business changes affecting backup scope

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: MS-BACKUP** and quantity
- ✓ Technical onboarding with access validation
- ✓ Stakeholders assigned and kickoff scheduled
- ✓ Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.



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