

► Service Brief

Compute, Storage & Virtualization

Managed Services





This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Compute, Storage & Virtualization Managed Services. This engagement provides proactive management, monitoring, and optimization of the Customer's core infrastructure across compute nodes, storage arrays, and virtual machines (VMs).

This engagement is governed by this Service Brief and associated with SKU: MS-INFRA. The quantity defined in the quote reflects the number of compute hosts, storage devices, and number of virtual machines to be managed under this agreement.



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01. Services Overview

Redesign's Compute, Storage & Virtualization Managed Services offering provides comprehensive, ongoing operational support for enterprise infrastructure environments. The service includes proactive monitoring, incident response, patching, and resource optimization across all in-scope systems, supporting business continuity, performance, and lifecycle management.



02. Offer Structure

Primary Service

- ▶ Health and performance monitoring via SNMP, API, and/or hypervisor integrations
- ▶ Incident management and root cause troubleshooting
- ▶ Capacity planning, resource balancing, and optimization
- ▶ Lifecycle planning and system documentation maintenance
- ▶ Firmware, patch, and version control management
- ▶ Forecasting and trend analysis of performance and capacity
- ▶ Policy and procedure review for operational maturity

Optional Add-Ons

Separate SOW

- ▶ Architecture redesign or migration planning
- ▶ Cloud integration or hybrid expansion
- ▶ 24/7 NOC-level coverage
- ▶ Disaster recovery planning and DR test execution

03. Project Scope

This engagement includes managed services for the following infrastructure components:

- **Compute hosts (physical or virtual)**
- **Virtualization platforms (e.g., VMware, Hyper-V, KVM)**
- **Storage systems (block, file, or object-based arrays)**
- **Virtual machines (VMs)**

Support activities apply to all components listed in the signed quote and validated during onboarding.

04. Quantity & Effort Model

- **Service SKU:** MS-INFRA
- **Quantity defined as:**
 - Number of compute hosts
 - Number of storage devices
 - Number of managed virtual machines (VMs)

▶ 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).

▶ This service includes up to the specified number of devices to be installed, configured, and managed via NinjaOne RMM.



05. Services & Key Activities

Onboarding Activities

- ▶ Conduct kickoff meeting with customer stakeholders to align on scope, SLOs, and escalation protocols
- ▶ Validate access to monitoring platforms, APIs, and management tools
- ▶ Install, configure, and enroll up to the specified number of devices in NinjaOne RMM for centralized management
- ▶ Confirm patch and firmware baselines, including current versions and known gaps
- ▶ Baseline system health, resource utilization, and performance metrics
- ▶ Establish documentation standards for configurations, system diagrams, and operational runbooks

Continuous Activities

- ▶ Monitor health and performance of in-scope systems using
- ▶ Respond to alerts and incidents, escalating based on severity and SLO
- ▶ Track and optimize resource consumption (CPU, memory, IOPS, storage, etc.)
- ▶ Document configurations, system diagrams, and version details

Monthly Activities

- ▶ Validate patch status and firmware baselines
- ▶ Review system incidents, root cause patterns, and ticket volume

06. Deliverables

Redesign will deliver 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.

07. Services Scope Changes

Expansion of monitored environments, platform type changes, or SLA alterations may require a revised quote or SOW.

08. Services Scope Exclusions

This engagement does not include:

- Deployment or redesign of infrastructure platforms
- Cloud-native platform management unless scoped separately
- Backup, DR, or Cyber Recovery (available under separate SKUs)
- Security hardening beyond patching and firmware maintenance

09. Customer Responsibilities

- Maintain valid support contracts for all in-scope platforms
- Provide Redesign with remote and/or console access as required
- Notify Redesign of infrastructure changes that may impact operations
- Assign stakeholder(s) to coordinate changes, outages, and reviews
- Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- ☑ **Start Date:** Upon receipt of signed quote and onboarding
- ☑ **Monitoring:** Continuous
- ☑ **Reporting:** Monthly and annually
- ☑ **Completion:** End date specified in 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-INFRA and quantity
- ✓ Remote access to in-scope infrastructure validated
- ✓ Stakeholders assigned

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



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