



Service Description: OpS Essentials

DXi9000 Series On-Site Subscription Assessments

Model #: SDY90-SDCE-SS10

This document describes the fixed price Quantum OpS Essentials on-site subscription assessment service for One DXi9000 Series Backup Appliance.

Related Documents: This document should be read in conjunction with, and governed by, the following documents also posted at <https://www.quantum.com/service-policies>: (1) Sales and Support Terms and Conditions; (2) Quantum Support FAQ; (3) your applicable legal terms and conditions (see below). All capitalized terms in this description have the meaning ascribed to them in your Master Agreement (defined below), Product Reseller Agreement or Quantum's standard Sales and Support Terms and Conditions, if you do not have either a Master Agreement or a Product Reseller Agreement.

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If you have purchased these Services directly from Quantum *for your own internal use*, this document is incorporated into your Master Services Agreement (if you have one), or other services agreement covering the purchase of Operational Services from Quantum ("Master Agreement") If no such Master Agreement exists, then this Service Description will be incorporated into and governed by the terms and conditions set forth in the Sales and Support Terms and Conditions posted at <https://www.quantum.com/service-policies>

If you have purchased these Services directly from Quantum *for resale purposes*, this document is incorporated into your agreement covering the resale of Operational Services ("Product Reseller Agreement"). If the Product Reseller Agreement does not contain the terms for the Purchase and Resale of Quantum Operational Services or equivalent terms and conditions, then these Services will be governed by the Product Reseller Agreement supplemented by the terms and conditions posted at <https://www.quantum.com/service-policies>. In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

Purchase from Quantum Authorized Reseller.

If you have purchased these Services through a Quantum Authorized Reseller *for your own internal use*, this document is for description purposes only; is not a contract between you and Quantum. The contract, if any, governing the provision of this Service will be arranged through your Quantum Authorized Reseller, which may include separate terms and conditions with Quantum. Your Quantum Authorized Reseller will be able to assist you with these contract terms.

General Information

- This service review is described below and consists of a quarterly assessment of the Quantum DXi9000 Series Backup Appliance.
- Services described will be provided during normal business hours from 8:00AM to 5:00PM, Monday to Friday (excluding Quantum holidays). These services are provided on-site and require access to your DXi9000 Series Backup Appliance.
- Services are scheduled with a minimum of a 14-day lead-time. Shorter lead-times may be accommodated subject to resource availability.
- This service is to provide an efficient and comprehensive review of your DXi9000 Series Backup Appliance.

Scope of Service

Each Quarterly assessment of this annual service will require several business days to complete. This will include detailed analysis of DXi Backup Appliance, disk arrays, and system logs. Within 7-10 business days after completion of assessment, Quantum will deliver a formal report outlining the results, findings, and any recommended actions. Quantum will be available to consult with your representative to discuss any questions.

Customer's Responsibilities

- You will provide access to Quantum equipment covered by this service.
- You will provide access to the necessary logs requested by Quantum to execute the work required.
- You will provide required support in deploying proactive fixes/recommendations.

Quantum Responsibilities

- Quantum will provide the appropriate technical resource to complete the Ops Essentials review.
- Quantum will adhere to customer's operational and security parameters.
- Quantum will perform the proactive assessment based on the table below, on the agreed time schedule.
- Quantum will be available for consultation to discuss any of the findings or recommendations.

Services to Be Provided by Quantum

OpS Essential DXi9000 Series Backup Appliance

1	Initial call with you to review the activity and schedule the work. This call will include: discussion on how to access the DXi backup appliance and logs required; the timeline for completion and tentative schedule for the final report; and review of any findings and recommendations. Keys areas of the assessment listed in sections 2-7, below.
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2 Configuration Assessment

- Review system configuration via the WebGUI.
- Retrieve system logs and support data to gather details on the system configuration and its integration within the customers ecosystem.
- Document and review the current SAN/LAN integration.
- Document and review the current Backup Application and other Software interacting with the system.

3 Software Assessment

- Check current software configurations and workloads and review firmware (FW) levels;
- If new FW required, work with you to schedule upgrade if appropriate.

4 Capacity Optimization

- Discuss and review your systems' backup performance to determine potential optimization opportunities. Frequency of backups and timeline targets required for backups.

5 Hardware Assessment

- Verify logs for any potential silent/impending hardware issues including SMART disks data.

6 Performance Evaluation

- Retrieve specific performance support data for analysis.
- Check all key performance indicators related to the DXi load:
 - Data Ingest and backup window.
 - Replication Queue.
 - Space Reclamation.
 - Blockpool health and status.
 - Data Integrity.

7 Reporting and Consultation

- Provide all findings and recommendations from this analysis to you in a formal report and
- Consult with you on action plans, as necessary.