Service Description

NASUNI ACCELERATED IMPLEMENTATION SERVICE

Overview

The Nasuni Professional Services Onboarding helps speed initial deployment, so that Customers can maximize the return on their Nasuni investment. The Nasuni Professional Services Onboarding is intended to help shorten the time to full deployment, save IT time and resources, provide an in-depth architecture planning and review, data preparation assistance, Nasuni Edge Appliance implementation and functional knowledge transfer to equip Customers with the knowledge and tools necessary to complete a global Nasuni deployment. The standard Nasuni Professional Services Onboarding also includes *up to* 25TB of Cloud Migration Assistance, where Nasuni provides the Customer with technical guidance and practices and will regularly review Customer's progress in migrating Customer data. Additional TBs of Cloud Migration Assistance can be purchased separately

What's Included

- Review of operational implementation requirements
- Architecture planning of Customer's file system
- Data migration planning
- Regularly scheduled touchpoints and status reporting
- Production launch readiness validation per use case
- Technical assistance with a Customer-led data migration for *up to* 25TB, total
    - Additional TBs of Cloud Migration Assistance can be purchased separately

Assumptions

- This service is performed remotely during Nasuni's normal business hours, M-F 8:30am-5pm (Nasuni local time).
- During the PS engagement, technical issues associated with cutover activies outside of standard business hours will be handled by the Nasuni Technical Support team.
- Customer will follow the recommended software requirements for proper support of the Nasuni environment.
- Customer will perform its responsibilities as set forth in this SOW.
- Activities and deliverables not listed in this service description are out of scope of the Nasuni Professional Services Onboarding Service.

Customer Responsibilities

To ensure successful service delivery and to get you deployed as quickly as possible, Nasuni relies on your team to meet the following minimum Customer responsibilities. Cost and project extensions associated with Customer not performing its responsibilities are out of scope.

- Ensure source server(s) and Nasuni Edge Appliance(s) are located in the same Windows Active Directory domain
- Ensure source data is intact and fully hydrated at source (not stubbed, tiered or otherwise modified from original copy)
- Provide the technical infrastructure to support the Professional Services engagement
- Provide a designated Project Manager to whom all Nasuni communications will be addressed and who has the authority to act for the Customer in all aspects of the project including sign off at project completion who will obtain and provide information, data, decisions, and approvals in a timely manner; and resolve any deviations from project plans that may occur
- Provide executive sponsorship and active management participation for timely issue resolution and overall project support
- Ensure availability of project personnel for any breakout or interview sessions
- Execute tasks assigned to Customer under project plan
- Provide internet access for systems involved in the project to facilitate downloads of any necessary updates, communication to the Nasuni Global File Services, etc.
- If a network proxy is installed, ensure it is configured to pass the appropriate protocols for authentication of the Nasuni Edge Appliance
- Ensure that all the Customer-supplied systems meet the necessary hardware and software requirements, are properly prepared, and are fully functional and readily available to Nasuni at the time of implementation

- Acknowledge responsibility for the actual content of any data file, selection, and for the protection of source data through data backups and/or replication; Nasuni is not responsible for lost or damaged data
- Remove orphaned security identifiers (SIDs) from permissions and ownership from source data on source; applicable to multi-protocol volumes
- Remove inherited deny permissions from data to be migrated from source data on source; applicable to multi-protocol volumes
- Replace any local groups with equivalent domain groups
- Perform cut-over and reconfiguration of client systems, i.e. login scripts, DFS configurations, DNS records, etc.
- Be responsible for all third-party hardware and software
- Create and execute User Acceptance Testing (UAT) for use-case validation prior to production launch

Nasuni Responsibilities

- Conduct project kickoff/planning session
- Host regular status calls through Prep, Seeding, Pilot and Production Launch stages
- Provide technical assistance with the Customer-led migration of data up to the SOW TB amount including:
  - Educating Customer on Nasuni cloud migration best practices
  - Advising on data layout optimization
  - Assisting with configuration of Nasuni software and 3rd party migration tools (such as Robocopy)
  - Providing guidance on data cache management during migration
  - Technical guidance with staging of migration relay systems, remote access, credentials
  - Technical guidance with initial data assessment/sampling and hygiene plan
  - Technical guidance with initial migration seeding and initial delta
  - Technical guidance with staging of maintenance deltas/initiation of use case transitions
  - Technical guidance with use case transitions and production cut over
- Assisting with optimizing data migration performance
- Providing technical assistance and support for production cutover
- Assist Customer with analysis of data to be migrated for potentially problematic conditions such as orphaned SIDs, inherited deny permissions, and presence of local groups, at the top 4 tree levels of each volume, with limited random sampling of deeper tree levels as timing allows and provide instructions for remediation, where applicable.
- Provide production launch readiness validation, including providing guidance and remediation on migration-specific issues. Excludes issues beyond the technical expertise of the Nasuni Professional Services Consultant which are referred to Nasuni Support. Impacts relating to product, support, shipping, and other issues not directly related to Nasuni Professional Services Onboarding services as described herein are out of scope.
- On completion of the Nasuni Professional Services Onboarding Service, Nasuni will hold a 30-minute project closure call and send an email to Customer confirming the completion of the Nasuni Professional Services Onboarding Service.

RACI — Project Tasks	Migration Assist			
	Nasuni		Customer	
Planning and Project Overview				
Project Kickoff Call	R			I
Architecture				
Architecture and Planning Workshop	R			I
Define RoadMap and Milestones		I	R	
Nasuni Architecture Design and Recommendations	R		C	I
Project Plan	R		C	I
Architecture Plan	R	A		I
Data Assessment			R	A
Security Solution Design	C		R	A
Cloud Design and configure	C		R	A
Active Directory Design/Configure			R	A
Final Architecture Solution	R		C	
Implementation				
Hardware install (rack and Stack)	C		R	A
ESXi install and config. (if needed)	C		R	A
Nasuni appliance install and config	C		R	A
Network Prep	C		R	A
DFS	C		R	A
DFS-N	C		R	A
Sites and Services	C		R	A
Nasuni Management Console	C		R	A
Seed servers Design (if needed)	C		R	A
Seed servers prep Config (if needed)	C		R	A
Nasuni Seed Appliance config (if needed)	C		R	A
UAT	C		R	A
User Communication	C		R	A
Migration				
Data Migration	C		R	A
Monitoring Migrations			R	A
Data Deltas Migrations			R	A
Site Cutover prep	C		R	A
Cutover Communication			R	A

Responsible
- The person who actually carries out the process or task assignment
- Responsible to get the job done

Accountable
- The person who is ultimately accountable for process or task being completed appropriately
- Responsible person(s) are accountable to this person

Consulted
- People who are not directly involved with carrying out the task, but who are consulted
- May be stakeholder or subject matter expert

Informed
- Those who receive output from the process or task, or who have a need to stay informed

What Nasuni Will Deliver

Subject to all of the assumptions and Customer responsibilities above, Nasuni will deliver the following:

- A high-level data migration project plan and schedule that outlines the major tasks and milestones for Customer's intended migration of data using Nasuni Global File Services
- An architecture plan document, including proposed architecture, data layout, and design choices you selected during the project.
- A working Nasuni Edge Appliance and (if applicable) a working Nasuni Management Console within your environment
- A volume which is configured and ready to receive new files or existing files for initial migration
- Migration Assistance up to the TB of services purchased