# PROSERV-REM Remote Deployment Service

*Summary*

| PROSERV SKU | Service Brief |
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| PROSERV-REM | Repeat customers. Configuration guidance for one (1) NAS or SAN protocol and data access for up to two (2) host servers with the same host server OS. |

**Remote Deployment Service:**
The Remote Deployment Service is available to our repeat customers and includes a Professional Services Engineer to provide remote technical assistance to install and configure the IntelliFlash hardware, and deploy the IntelliFlash storage system into the data center environment. Our Remote Deployment Service includes IntelliFlash deployment expert assistance, and best practice recommendations for setup and configuration for one (1) data access NAS or SAN protocol.

## Service Scope

The IntelliFlash Remote Deployment Service will follow the following format for each IntelliFlash array sold with the Remote Service option.

- IntelliFlash deployment project assessment, planning, and kick-off.
- Remote guidance for IntelliFlash hardware installation and configuration.
- IntelliFlash OS upgrades as required.
- IntelliFlash storage best practices review.
- IntelliFlash storage multi-pathing and guidance for one (1) data access NAS or SAN protocol for up to two (2) host servers with the same host server Operating System.
- IntelliFlash storage configuration for up to four (4) Shares or LUNs per host server.
- IntelliFlash storage utilization and multi-pathing access testing.
- IntelliFlash knowledge transfer and deployment documentation as required.

The IntelliFlash Remote Deployment Service includes limited guidance and recommendations for network and host configuration for data access to the IntelliFlash array. Comprehensive host, server, or network infrastructure installation and configuration is not covered by the scope of Tintri's deployment services.

Deployment services are delivered in accordance with the Tintri IntelliFlash End User License Agreement.

## Service Deliverables and Responsibilities

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|---|---|
| Project kick-off | Professional Services Engineer & End User |
| Requirements gathering and review | Professional Services Engineer & End User |
| Remote installation guidance | Professional Services Engineer |
| Onsite hardware installation and cabling | End User |
| Remote Configuration and deployment | Professional Services Engineer & End User |
| IntelliFlash knowledge transfer and documentation | Professional Services Engineer & End User |

- The remote service is available during local business hours (Monday through Friday 8 AM – 6 PM).
- Remote service requires a minimum three (3) week notice to confirm the assigned Professional Services Engineer time for the remote deployment.
- Last-minute remote service requests will be fulfilled to best effort, if possible. Service will not be guaranteed without a minimum three (3) week notice.
- The Professional Services Engineer has the discretion to optimize the service delivery time in accordance with the End User. The service can be split into two (2) 4-hour blocks of time, or completed in one (1) 8-hour block of time.
- The Professional Services Engineer will provide undivided assistance and attention to the End User during the allocated time to complete the remote deployment.
- The End User will provide undivided assistance and attention to the Professional Services Engineer during the allocated time to complete the remote deployment.
- The End User's site must be ready, and any related maintenance windows confirmed to complete the remote deployment in the allocated time.
- The necessary servers, applications, storage and network peripherals must be procured and confirmed to be available to complete the remote deployment in the allocated time.
- Scheduling and rescheduling the service requires a minimum three (3) week lead time.
- Professional Services Engineer deviations from the above service level expectations, which prevent the completion of the remote deployment in the allocated time, will NOT result in additional cost to the customer.
- End User deviations to the above service level expectations, such as requests for the Professional Services Engineer to be onsite, or scheduling requests that prevent the completion of the remote deployment in the allocated time, WILL result in additional cost to the customer.