



Service Description: Advanced Services – Fixed Price

Cisco HyperFlex Converged Infrastructure QuickStart Service

(ASF-ULT2-HPF-QSS)

This document describes Advanced Services Fixed Price: Cisco HyperFlex Converged Infrastructure QuickStart Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco HyperFlex Converged Infrastructure QuickStart Service

Service Summary

Services are provided during Standard Business Hours, unless stated otherwise.

Cisco will provide On Site consulting services for Customer's Cisco HyperFlex implementation. This Service is limited to one (1) data center, up to two (2) fabric interconnects, and up to one (1) 8-Node HyperFlex HX Cluster.

This Service includes the installation of HyperFlex on either VMware ESXi 6.x or Microsoft Hyper-V hypervisors and the deployment of one (1) HyperFlex Cluster.

Location of Services

Services are provided, where available, as On Site services at the customer location..

The Service includes no more than one (1) On Site visit for a duration of up to four (4) Business Days.

Installation Prerequisites

The following is a list of prerequisites for the implementation of the Cisco HyperFlex cluster:

- All of the Cisco HyperFlex equipment must be racked, stacked and cabled before the Cisco consultant arrives onsite.
- Customer must have an existing virtual infrastructure up and running in their environment to accommodate the HyperFlex installer.
- Customer must have an existing VMware vCenter server version 6.x / or Hyper-V server and AD Domain Controller running in their environment. This vCenter (HyperFlex on VMWare) / Hyper-V Manager and Active Directory Domain Controller (for HyperFlex on Hyper-V) will be used to manage the Cisco HyperFlex Cluster.

- There must be a DHCP scope available on the network that the HyperFlex installer is connected to so it can obtain an IP address.
- Need to have space to import a Hyperflex install OVA in Customer's existing VMware environment or have space to import a Hyperflex VHDX Virtual Machine in Customer's existing Hyper-V environment.
- Need to fully complete the install precheck document and email it to Cisco before the Cisco consultant arrives on site.

Cisco Responsibilities

Cisco will provide technical assistance in the form of general advice and guidance to Customer specifically for its installation and initial configuration of the Cisco HyperFlex Cluster and will install the HX platform software and Microsoft Hyper-V hypervisor in the case where Microsoft Hyper-V hypervisor is used by the Customer

Cisco will provide upto four (4) days of On Site consulting services for Cisco HyperFlex Cluster implementation.

Services will focus on the following activities:

- Contact Customer to determine the location of the HyperFlex infrastructure at the Customer site, the condition and status of the facilities to enable Cisco to locate the specified equipment and complete the HyperFlex Configuration Development Questionnaire (Cisco HF-CDQ).
- Review HyperFlex Configuration Development Questionnaire (Cisco HF-CDQ) and configuration template information with Customer to determine installation status (e.g. rack space, power, cooling).
- Work with Customer regarding the time frame of the installation and the schedule of Services.
- Provide configuration support in the form of guidance and assistance to Customer with regards to the Cisco HyperFlex Software and feature sets.
- Provide Cisco HyperFlex knowledge transfer and mentoring of operational best practices.
- Install HX platform software in the case where Customer is using VMware ESXi 6.x hypervisor environment.
- Install HX platform software and Microsoft Hyper-V in the case where Customer is using Microsoft Hyper-V hypervisor environment.

Customer Responsibilities

- Customer is responsible for acquiring appropriate Windows Data Center server edition software and required licenses for a HyperFlex Cluster when using the Hyper-V hypervisor.
- Customer's site must meet all requirements in accordance with the site readiness criteria provided by

Cisco prior to the commencement of the Services. Customer shall confirm in writing to Cisco when all requirements have been met.

- Provide Cisco with up-to-date documentation and information as listed below, at least five (5) Business Days prior to the commencement of the Services:
 - server architecture;
 - LAN/WAN architecture – including layer 2/3 security policies;
 - operational processes for infrastructure and application deployment;
 - existing LAN and virtual server configurations;
 - future LAN and virtual server configurations;
 - Storage configurations.
- Provide Customer technical personnel to participate in workshops and meetings in order to gather necessary Customer information. The personnel should be knowledgeable with network and/or server experience in the following:
 - business analysts or systems architects;
 - IT technology groups;
 - servers;
 - network;
 - IT enterprise architects;
 - security;
 - IT service management;
 - IT project management office (PMO).
- Provide the Customer requirements for the overall data center solution, including the Cisco HyperFlex system.
- Provide Cisco with Customer's design of its LAN and storage configurations and connectivity in relation to Cisco HyperFlex, for the DC environment in accordance with the Customer requirements.
- Implement the LAN design during the course of the Services.
- Provide Cisco with any Cisco HyperFlex system test plans in accordance with the Customer requirements.
- Test the Cisco HyperFlex system (LAN, HyperFlex servers and Storage elements combined) in accordance with Customer's system test plans that were provided to Cisco.

General Responsibilities

- Designate a single point of contact, to whom communications in regards to the Services may be addressed and who has the authority to act on all aspects of the Services; shall be available during Standard Business Hours; and shall designate a backup contact for when the primary contact is not available.
- Designate a single point of contact to act as the primary technical interface to the designated Cisco engineer.

- Customer will provide Cisco with such general assistance and access to Customer's sites and/or facilities as Cisco may require to enable Cisco to provide the Services and comply with the Cisco's responsibilities set forth herein.

Examples include but are not limited to:

- i. Provide reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace.
 - ii. Provide proper security clearances and/or escorts as required to access the Site.
 - iii. Schedule and provide the necessary Customer facilities (such as: conference rooms, projectors and conference bridges) for On Site meetings as required for the provision of the Services and per the project schedule.
- Customer will provide Cisco with such information, data and documentation as Cisco may require to enable Cisco to provide the Services and comply with Cisco's responsibilities set forth herein including but not limited to: (a) information relating to Customer's network, design, business and other applicable requirements; (b) functional and/or technical documentation relating to such requirements; and (c) topology maps, configuration information and existing and proposed network infrastructure.
 - Unless otherwise agreed to by the parties, Customer shall respond within one (1) Business Day of Cisco's request for any other documentation or information needed to provide the Service.

Assumptions

- Customer is the governing authority of all activities and project directives and retains full responsibility for the leadership, review, and approval of actions taken by Cisco in support of Customer.
- Customer is solely responsible for the determination and successful implementation of its Network, design, business or other requirements.
- Customer acknowledges that Cisco is not providing any Deliverables. The Services shall be comprised of general technical assistance and shall be performed under Customer's direction and management and such assistance may not result in some or all of the tasks being completed. Services are provided to

assist Customer in support of the initiatives and activities described herein and Cisco shall not assume any cost or schedule liability.

- Customer's Site must meet at least the minimum and reasonable levels of employee health and safety specifications.
- Customer shall ensure that all necessary licenses, permits, authorizations and approvals have been secured in order that Services as set forth in this Service Description can proceed.
- Where applicable, Customer shall ensure that Customer's Site shall be ready prior to the date scheduled for Cisco to perform the Services.
- Customer shall supply the workplace policies, conditions and environment in effect at Customer's Site.
- Customer acknowledges that the Services will take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provided written notification upon completion of the Services to Customer. Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description