

Service Description

This document outlines the Service Description (“Service Description”) for TechQube. Enterprise solutions may include but are not limited to hardware platforms such as servers, storage, networking, and converged platforms (the “Hardware Platform”) as well as associated enterprise software and hardware additions, upgrades, or data management (“Supplemental Deployment Services”).

TechQube is pleased to provide this Service in accordance with this Service Description. Your quote, order form or other mutually-agreed upon form of invoice or order acknowledgment (as applicable, the “Order Form”) will include the name of the Service(s) and available service options that you purchased.

Scope of Service

The Service provides for deployment and support activities of a Server, Storage, or Networking device. The Scope of this Service is defined and limited to the description in the Service purchased as set forth more specifically in the corresponding Service Features and Service Feature Activities sections.

Note: Where we requires a reboot of the system. A scheduled outage window will be required in case of an offline hardware upgrade or patch.

Content

1. [Storage Deployment](#)
2. [Software defined Storage Deployment](#)
3. [Server Deployment](#)
4. [Network Deployment](#)
5. [Migrations](#)
6. [Technical support](#)
7. [Training and Knowledge transfers](#)
8. [Hardware vendors that we support](#)

Storage Deployment

	<u>SAN</u>	<u>DAS</u>	<u>NAS</u>
Configure the storage system	✓	✓	✓
Initialize the storage system	✓	✓	
Upgrade firmware as required	✓	✓	✓
Configure cluster	✓	✓	✓
Configure disks	✓	✓	✓
Configure SNMP, NTP, and DNS if applicable	✓	✓	✓
Integrate to existing AD or workgroup if applicable	✓	✓	✓
Configure ISCSI, FCoE or Fibre channel switch for the storage	✓	✓	✓
Configure zoning in the switch fabric	✓	✓	✓
Install and configure MPIO	✓	✓	✓
<u>Excludes</u>			
Installation of operating system			
Installation of active directory			
Configure switch outside of storage scope.			

Software defined Storage Deployment

	Nutanix	vSAN	Storage Space
Planning for the Deployment	✓	✓	✓
Basic Installation	✓	✓	✓
HA and Dynamic resource configuration	✓	✓	✓
Virtual network configuration free upto 20 virtual network domain	✓	✓	✓
Advance virtual network configuration (vDS)	✓	✓	
DR Solution (Additional licence or third party solution required)**	✓	✓	✓
ROBO Site configuration	✓	✓	✓
Cross-Site Replication (Additional Licence Required)	✓	✓	
Lifecycle Management for 6 month	✓	✓	✓
Identify devices, enabled features and configuration	✓	✓	✓
Review devices and determine any incompatibilities that exist	✓	✓	✓
Review necessary changes required for customer existing environment	✓	✓	✓
Creation of pre-deployment documentation	✓	✓	✓
Basic knowledge transfer about the infrastructure design and operational guidance	✓	✓	✓
Basic training about the used technology	✓	✓	✓
<u>Excludes</u>			
Creation of existing network topology			
Networking device migrations			

Server Deployment

	Windows	VMware
Planning for the Deployment	✓	✓
Create domain controller / Join to existing domain	✓	
Setup Hyper-V	✓	
Clustering HA and Dynamic resource configuration	✓	✓
Virtual network configuration free upto 20 virtual network domain	✓	✓
Advance virtual network configuration (vDS)		✓
DR Solution (Additional licence or third party solution required)**		✓
ROBO Site configuration		✓
Cross-Site Replication (Additional Licence Required)		✓
Lifecycle Management for 6 month	✓	✓
Identify devices, enabled features and configuration	✓	✓
Review devices and determine any incompatibilities that exist	✓	✓
Review necessary changes required for customer existing environment	✓	✓
Creation of pre-deployment documentation	✓	✓
Basic knowledge transfer about the infrastructure design and operational guidance	✓	✓
Basic training about the used technology	✓	✓
<u>Excludes</u>		
Creation of existing network topology		
Networking device migrations		
Active directory design		

Network Deployment

	<u>Layer 2</u>	<u>Layer 3</u>	<u>Firewall</u>
Planning for the deployment	✓	✓	✓
Layer 2 Features	✓	✓	
Design and planning for up to 200 VLANs per switch	✓	✓	
Layer 3 Features		✓	✓
Interoperability planning	✓	✓	✓
Identify devices, enabled features and configuration	✓	✓	✓
Review devices and determine any incompatibilities that exist	✓	✓	✓
Review necessary changes required for customer existing environment	✓	✓	✓
Creation of pre-deployment documentation	✓	✓	✓
Basic knowledge transfer	✓	✓	✓
<u>Excludes</u>			
Creation of existing network topology			
Networking device migrations			

Migrations

Please contact us for more information, a scope of work will be created with a quotation.

Technical support

Please contact us for more information, a scope of work will be created with a quotation.

Training and Knowledge transfers

Please contact us for more information, a scope of work will be created with a quotation.

Hardware vendors that we support

Version

	Date
Initial release	02/09/2019