

VAST Data Customer Success Installation Service Brief



Overview

The VAST Data Installation Service provides a complete, onsite deployment for the VAST Data Platform. VAST Data's Engineers are trained to ensure the new system is installed to meet the customer's requirements and optimized for serviceability of the system. For a list of VAST Data storage solution features see the online documentation.

Applicability and Scope

Use the Installation Service for deployment of new VAST Data systems. This service includes one on-site engagement. An on-site engagement can be multiple days and may involve one or more engineers, depending on the size of the solution and other VAST-defined criteria.

Upon the successful conclusion of the on-site engagement, the system will be fully validated, installed, configured, licensed, and set up for Call Home alerts (if applicable).

Prerequisites and Planning

Prior to the on-site visit, VAST Data will hold a call to verify customer requirements and site readiness. Items covered include review of the Site Survey document which is used to collect information about the customer environment and confirmation of Site Readiness.

Site Survey

VAST Data will collect and review the following items as a part of the Site Survey prior to the on-site engagement. These items are the minimum requirements for the customer prior to scheduling for the on-site visit:

- Installation address and contact information
- Designated Support contacts including the Primary Support Contact to whom the license key will be sent as well as an Escalation Contact
- Racking elevation and location information
- Required networking and IP address information for the equipment being installed

This information will be gathered by a VAST Data Engineer prior to scheduling. The VAST Data Engineer will also discuss special site requirements with the customer which relate to the success of the installation (for example: no phone, personal protective equipment, citizenship requirements, and so forth).

Site Readiness and Customer Responsibilities

The following requirements must be available and ready when the VAST Data Engineer arrives to perform the installation. A failure of the customer to provide all site readiness requirements below may lead to the VAST Data Engineer prematurely ending the site visit at their discretion.

- A facility disposal mechanism for all packaging material, if required
- All switches, servers, and cables are on-site and available to the VAST Data Engineers
- Site access and an escort for the VAST Data Engineers is arranged for the duration of the installation.
- Agreed upon working hours (times and hours the engineers can be on site)
- Rack location and space allocated which meets dimensional requirements for the system purchased
- Power with PDUs allocated that meet system power requirements
- Network connectivity and physical infrastructure are available
- Management switches (customer provided) are racked and configured
- Management switches have unrestricted uplink Internet network access for call home/Uplink
- Dedicated IP ranges allocated for the system as defined in the Site Survey

Installation and Configuration

The VAST Data Engineer arrives fully prepared with an installation plan based on the information provided in the Site Survey, the appropriate VAST Data software, and all necessary tools and equipment to perform the installation.

Implementation Activities

The VAST Data Engineer will perform the following installation activities:

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| · Unbox and inventory all equipment | · VAST (non-management) Switch configuration |
| · Disposal of all packaging materials via customer-provided facilities | · VAST software initialization and configuration |
| · Racking of all VAST hardware | · Firmware and software versions validated |
| · Physical cabling power from VAST gear to PDUs | · Call home configuration (if applicable) |
| · Physical cabling of VAST interconnect cabling | · License activation |
| · Assistance with external network cabling from VAST endpoint | · System health validation |
| · Assistance with management network cabling from VAST endpoint | |

Handoff and Transfer of Information

When the installation is complete, the VAST Data Engineer will hand off the system to the customer. The VAST Engineer will review the following as part of the customer handoff:

- Review Administrative WebUI
- Setup VIP pools
- Password Management
- Ensure cluster is accessible
- Kick off the Customer Success onboarding process