

PROACT

G-Cloud 15

Dell Storage as a Service
(APEX) STaaS

Document control

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Dell Storage as a Service (APEX) STaaS

Proact's Storage as a Service (STaaS) provides a dedicated storage system that can be located at the customer's site, a co-location data centre or Proact's data centre. The service can be consumed with Proact providing a monitoring or management service for the storage system.

The deliverables of STaaS service when selected with monitoring are as follows:

- Provision of raw storage capacity on-premise and off-book
- Hardware break-fix and vendor support
- 24x7x365 Proact Service desk
- 24x7x365 automated monitoring of storage devices
- Self-service support and management portals
- Event and Incident management.

The deliverables of the STaaS service when selected with management are as follows:

- Provision of raw storage capacity on-premise and off-book
- Hardware break-fix and vendor support
- 24x7x365 Proact Service desk
- 24x7x365 automated monitoring of storage devices
- Self-service support and management portals
- Incident management and resolution
- Problem management
- Change and configuration management
- A named Service Delivery Manager to co-ordinate delivery and provide regular customer reports

This document contains the following appendix detailing the service definition for the Storage as a Service (STaaS) platform:

- [Appendix 1 – Storage as a Service \(STaaS\)](#)

Appendix 1 – Storage as a Service (STaaS) Service Definition

1.1 - Service Overview

Proact Storage-as-a-Service (STaaS) provides the Customer with dedicated storage equipment which will be installed in the Customer's data centre and no ownership or title will be transferred to the Customer. The equipment capacity will be monitored using software supplied by the storage vendor and Proact. The Customer will be charged depending on their chosen Service Option and in accordance with the Minimum Committed charges.

Monitoring or management services are available and can be combined with Storage as a Service.

This service is available with two billing profiles, monthly or annually:

Monthly billing: the Customer is invoiced monthly, in advance for Minimum Committed charges and in arrears for burst capacity.

Annual billing: the Customer is invoiced annually in advance for the Minimum Committed charges and quarterly in arrears for any burst capacity.

See the glossary for the definition of acronyms used.

General Service Deliverables
Proact shall: • Provide a service desk and customer support portal to report and update incidents, change requests and escalations. • Provide a Service Platform. • Provide service delivery management. • Maintain documentation of the service configuration. • Maintain a CMDB listing for all CIs. • Respond to Service Platform alerts and events and notify the Customer of relevant incidents. • Coordinate any product vendor involvement necessary. • Take appropriate action to restore operation of the Service Platform in case of outage. • Respond to reasonable service requests for relevant information and advice.
The Customer shall: • Maintain compatibility with Proact-managed systems/applications at the hardware, OS, and application level. • Log incidents via the portal, telephone, or email. Priority one incidents must be logged by telephone. • Assist with any systems or applications not under Proact's management. • Respond to requests for information/actions within five working days. Inactive incidents may be closed. • Resolve health issues on customer-managed systems.
The following elements are out of scope of the service: • Upgrades or enabling of new features on the Service Platform. Proact may upgrade the platform at its sole discretion.



Standing Charge

Proact shall:

- Provide the hardware CIs and deliver to the location agreed with the Customer.
- Bill the Customer for the Minimum Commitment (MC) and any flexible capacity beyond the MC.
- Provide an active break-fix support contract for the CIs.
- For compatible devices, configure 'dial home' diagnostics to report to the vendor or Proact.
- Periodically audit the consumption of the CIs, either electronically or via on-site inspection.
- Expand the storage capacity, once the used capacity consistently exceeds the burst capacity.
- Expand the storage capacity, following a written Customer request.
- Use reasonable endeavours to minimise business disruption during adjustments and installations.
- Provide licenses to enable clone and snapshot functionality.
- Provide licenses to enable asynchronous SnapMirror and SnapVault replication functionality.
- Include storage consumed by snapshots, replication and clones within the Consumed Capacity.
- Allow for the upgrade to Advanced Data Protection during the Contract term.
- Raise the MC capacity to include any expanded storage capacity.
- Provide reasonable notice when requesting access to, or the return of, the CIs.

The Customer shall:

- Provide rack space, power, and adequate cooling for the CIs.
- Provide cables and connect CIs to the Customer's network.
- Allow access to the internet for 'dial home' diagnostics to report to the vendor or Proact.
- Provide a network administrator to configure and troubleshoot service traffic.
- Provide a written request for additional storage in a timely fashion, when required.
- Provide Proact and the vendor with physical or remote access to the CIs where requested.
- Provide 90 days' notice of intention to terminate the Contract at expiry of the Minimum Service Term.
- Return the CIs, within 30 days of Contract termination.
- Be liable for any costs incurred when returning the CIs.
- Respond to requests for information/actions from Proact within five working days.

The following elements are out of scope of the service:

- Expanding storage capacity of the CIs 90 days before the end of the Contract term.

Advanced Data Protection

Proact shall:

- Provide licenses to enable clone and snapshot functionality.
- Provide licenses to enable asynchronous SnapMirror and SnapVault replication functionality.
- Provide licenses to enable synchronous replication functionality.
- Include storage consumed by snapshots, replication and clones within the Consumed Capacity.

The following elements are out of scope of the service:

- Downgrading from Advanced Data Protection during the Contract term.

Non Returnable, Non Volatile Components

Proact shall:

- Allow the Customer to retain defective non-volatile drive components during and after the Contract term.

Service Operations Standard - Standing Charge

Proact shall:

- Provide the Customer administrator with access to the Proact monitoring portal.
- Provide an encrypted tunnel over the internet to secure service traffic.
- Provide internet bandwidth for the transfer of service traffic.
- Deploy remote monitoring applications to collect statistics/events/alerts for CIs.
- Deploy remote management applications to manage CIs.
- Create monitoring profiles to meet the Customer's threshold requirements.
- Work with the Customer to define appropriate pre-agreed actions for incident resolution.
- Escalate incident alerts to its technical teams for review.
- Respond to incidents alerts with appropriate pre-agreed actions to attempt resolution.
- Where pre-agreed actions are inappropriate or are ineffective, escalate to the Customer for resolution.
- Provide critical fault alert, vendor co-ordination, incident support and hardware break-fix.
- Provide a service review report.

The Customer shall:

- Provide sufficient internet bandwidth for the transfer of service traffic.
- Provide an external IPv4 public IP address for the creation of the encrypted tunnel.
- Provide a network administrator to configure and troubleshoot service traffic.
- Provide service accounts and passwords/keys with privileges to allow Proact to manage/monitor the CIs.
- Manage CIs within the Customer's site.
- Work with Proact to define appropriate pre-agreed actions for incident resolution.
- Resolve incidents where pre-agreed actions are inappropriate or ineffective.
- Ensure CIs retain historic log data and make log data available to Proact for troubleshooting.
- Provide sufficient licenses for the CIs to achieve the level of functionality the Customer requires.
- For hardware CIs, provide a minimum of a break-fix vendor support contract.
- For compatible devices, configure 'dial home' diagnostics to report to Proact's service desk.
- Provide 'on demand' remote access to managed CIs, when required by Proact.
- Provide, deploy and manage server/cloud instances to host the remote monitoring/management applications.
- License and apply vendor/security updates to OSs hosting the remote monitoring/management applications.
- Install vendor patches/security updates to the CIs.
- Install CI software major version upgrades to introduce functionality or remain in vendor support.
- Inform Proact of planned maintenance or other operations that may impact the service.
- Be billed directly by the cloud provider for any public cloud resources consumed.

Service Operations Premium - Standing Charge

Proact shall:

- Provide the Customer administrator with access to the Proact monitoring portal.
- Provide an encrypted tunnel over the internet to secure service traffic.
- Provide internet bandwidth for the transfer of service traffic.
- Deploy remote monitoring applications to collect statistics/events/alerts for CIs.
- Deploy remote management applications to manage CIs.
- Create monitoring profiles to meet the Customer's threshold requirements.
- Provide critical fault alert, vendor co-ordination, incident support and hardware break-fix.
- Provide a service review report.
- Manage CIs within the Customer's site using secure remote monitoring applications.
- Escalate incident alerts to its technical teams for investigation and resolution.
- Provide a change advisory board to review normal, standard, and emergency change requests.



- Subject to agreement, join the Customer's change advisory board, for relevant changes.
- Implement agreed changes to CIs.
- Provide a major incident report, where required.
- Provide reasonable problem management.
- Provide incident trend analysis.
- Organise a quarterly service review meeting.
- Review vendor patch/security updates monthly and install approved patches within thirty days.
- Inform the Customer of scheduled patch/update tasks, prior to deployment.
- Provide patch status reports as part of scheduled service review reports.
- Review DR/redundancy test plan provided by the customer.
- Perform agreed DR/redundancy test actions for CIs during normal Proact business hours.

The Customer shall:

- Provide sufficient internet bandwidth for the transfer of service traffic.
- Provide an external IPv4 public IP address for the creation of the encrypted tunnel.
- Provide a network administrator to configure and troubleshoot service traffic.
- Provide service accounts and passwords/keys with privileges to allow Proact to manage/monitor the CIs.
- Ensure CIs retain historic log data and make log data available to Proact for troubleshooting.
- Provide sufficient licenses for the CIs to achieve the level of functionality the Customer requires.
- For hardware CIs, provide a minimum of a break-fix vendor support contract.
- For compatible devices, configure 'dial home' diagnostics to report to Proact's service desk.
- Provide 'on demand' remote access to managed CIs, when required by Proact.
- Provide and manage servers/cloud instances to host the remote monitoring/management applications.
- Install CI software major version upgrades to introduce functionality or remain in vendor support.
- Inform Proact of planned maintenance or other operations that may impact the service.
- Be billed directly by the cloud provider for any public cloud resources consumed.
- Nominate named individuals to engage with Proact on the approval and timing of changes.
- Work with Proact to agree predefined actions for common types of incidents.
- Ensure CI's vendor patch/security updates are up to date prior to service commencement.
- Assign CIs to separate patching groups to allow patching to be staged for reliability testing.
- Notify Proact of any changes to the patch/update task at least eight working hours prior to commencement.
- Validate the functionality of all CIs following a patch update.
- Provide thirty day's notice of the intention to perform a DR/redundancy test for CIs.
- Provide Proact with a DR/redundancy test plan for all CIs seven working days prior to testing.

The following elements are out of scope of the service:

- DR/redundancy testing performed outside of local business hours.

Storage Operations Premium - Standing Charge

Proact shall:

- Manage logical storage units, presentations, and storage efficiency features.
- Manage physical components including disks, arrays etc.
- Manage storage network, authentication, performance, and encryption configurations.

The Customer shall:

- Replace 'customer replaceable components' such as disk drives at the vendor's or Proact's request.

Storage Operations Premium - Replication

Proact shall:

- Manage synchronous and asynchronous replication between storage devices.

Storage Operations Premium - Hosts

Proact shall:

- Use vendor server software to manage system backup and replication between storage devices.
- Use vendor software to manage host access to the storage solution.

Storage Operations Premium - SAN

Proact shall:

- Manage and present storage device snapshots or clones.
- Manage licensing, quotas and statistics through vendor server software.

Storage Operations Premium - NAS

Proact shall:

- Manage and present storage device snapshots or clones.
- Manage licensing, quotas, and statistics through vendor server software.
- Manage OS authentication and file locking settings.
- Manage distributed file system configuration and replication.

Storage Operations Premium - Object

Proact shall:

- Manage licensing, quotas, and statistics through vendor server software.
- Manage lifecycle, erasure coding, and replication policies.
- Manage OS authentication and file locking settings.

Storage Operations Premium - Switches

Proact shall:

- Manage connectivity between switches and storage devices.
- Manage ports and grouping/zoning for fibre channel (FC) or fibre channel over Ethernet (FCoE) switches.

1.2 - Vendor Terms

In addition to the terms and conditions set out in this Managed Service Agreement the Customer shall be subject to the relevant vendor terms set out at <https://www.proact.eu/en/about-us/terms-and-conditions/vendor-terms/>.

Vendor Name
NetApp
Pure
Dell

1.3 - Glossary

Glossary Term	Definition
Configuration Item (CI)	A term used for a component which is within the scope of the Contract. The CIs will be the dedicated equipment set out in the Contract.
Consumed Capacity	Consumed Capacity is the amount of metered logical capacity, without any storage efficiencies (compression and de-duplication) applied, in use to store all volumes (primary and mirrors) holding Customer data plus physical capacity in use to store differential data such as snapshot copies and clones.

