

SERVICE DESCRIPTION

Physical Installation



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1. General Description

A field service providing an onsite technical resource to install / physically rack mount a device on end user premises and confirm customer has remote connectivity to the device.

If applicable, the service includes loading a customer provided configuration on the aforementioned rack mounted device

This service is booked in advance, scheduled through resource planning and coordinated by a customer interface and Westcon-Comstor Project Management Office (typically a resource coordinator).

2. Service Variants / SKUs:

SKU	Material Description	Deliverables
WGPS-XXX-TE1-1HR	Westcon-Comstor Smart Hands 1 hour for vendor XXX	<ul style="list-style-type: none">• Allocation of field engineer• Engineer will attend site with the toolkit needed for the activities. This toolkit may usually include:<ul style="list-style-type: none">a) mobile phone with head set / hands free setb) mobile phone charger with power supply for appropriate locationc) laptop - with appropriate software for enabling console access, conferencing and connectivity services e.g. Webex, Team Viewer, MS Teamsd) laptop charger with power supply for appropriate locatione) 3G or 4G wireless access card or hotspot for use with laptop, or 3G or 4G modem for use with installed equipment, where availablef) appropriate cable for connectivity to hardwareg) valid personal identification – either driving licence, passport, or national identity cardh) screwdrivers• Verify receipt of all customer supplied boxes and components• Unpack and inventory equipment, including recording and supplying customer with serial numbers. Where equipment is customer owned Westcon-Comstor will apply a customer provided asset tag and record asset tag against the device• Physically install / rack mount as per work package instructions and conforming to manufacturer's recommendations, taking into account customer's directions where appropriate• Install patch cable(s) for connectivity only• Label cable terminations as per the standards (WAN equipment only)• Connect to power supply and power system on• Perform installation verification test in coordination with customer's remote network engineer to verify that all parts are in good working condition when power on• Configure IP address on device and confirm with customer there is remote connectivity for customer to load final configuration.

WGPS- XXX- TE2-1HR	Westcon- Comstor Smart Hands 1 hour for vendor XXX	<ul style="list-style-type: none"> • Allocation of field engineer • Engineer will attend site with the toolkit needed for the activities. This toolkit may usually include: <ul style="list-style-type: none"> a) mobile phone with head set / hands free set b) mobile phone charger with power supply for appropriate location c) laptop - with appropriate software for enabling console access, conferencing and connectivity services e.g. Webex, Team Viewer, MS Teams d) laptop charger with power supply for appropriate location e) 3G or 4G wireless access card for use with laptop, or 3G or 4G modem for use with installed equipment, where available f) console cable for connectivity to hardware g) valid personal identification – either driving licence, passport, or national identity card - screwdrivers • Verify receipt of all customer supplied boxes and components • Unpack and inventory equipment, including recording and supplying customer with serial numbers. Where equipment is customer owned Westcon-Comstor will apply a customer provided asset tag and record asset tag against the device • Physically install / rack mount as per work package instructions and conforming to manufacturer's recommendations, taking into account customer's directions where appropriate • Install patch cable(s) for connectivity only • Label cable terminations as per the standards (WAN equipment only) • Connect to power supply and power system on • Perform installation verification test in coordination with customer's remote network engineer to verify that all parts are in good working condition when power on • Configure IP address on device and confirm with customer there is remote connectivity for customer to load final configuration • Applying customer provided configuration (if applicable)
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SKU	Material Description	Deliverables
WGPS-XXX-RC1-1HR	Westcon-Comstor Resource Coordinator 1 hour for vendor XXX	<p>The Resource Coordinator for the project who will be responsible for:</p> <ul style="list-style-type: none"> • Introductory email to the customer PM with Westcon-Comstor RC contact details. • Single point of contact for scheduling requests for Westcon-Comstor resource(s). • Westcon-Comstor resource scheduling. • Acceptance of deliverables via email. • Invoicing. • Customer satisfaction survey. <p>Note:</p> <ul style="list-style-type: none"> • Communication to the end user is managed by the Customer/Partner PM • Coordination of customer and 3rd parties' responsibilities are managed by Customer/Partner PM.
WGPS-XXX-EXPENSES	Westcon-Comstor Expenses	<p>Travel and Expenses will be charged at cost and billed at the end of each month or at the end of a project, whichever occurs first. Westcon will provide a detailed breakdown of such expenses.</p> <p>Expenses that will be incurred are:</p> <ul style="list-style-type: none"> • Mileage/train/bus/taxi/public transport, costs for travel further than 48km/30miles from a major city or conurbation (defined as a city/conurbation with a population greater than 250,000 people). • Hotel and subsistence costs if an overnight stay is required. • Flight costs. Flights should be booked at least two weeks in advance where possible. Flight costs must be approved by the customer prior to Westcon booking. <p>All expenses charged will be in line with the Westcon Travel and Expenses policy. A copy is available on request.</p>

XXX – Vendor

3. Customer Responsibility

- Customer is responsible for the design inclusive of low level configuration and Bill of Materials (BOM), unless otherwise agreed.
- Customer is responsible to supply any applicable rack mounting kit or suitable shelf if not ordered with hardware from Westcon-Comstor
- Customer will supply the necessary patch cables or will purchase through Westcon-Comstor in time to be delivered onsite.
- Customer to contact end user to arrange installation.
- Customer will confirm the site access address for the installation field engineer.
- Customer will confirm all required credentials and access requirements for the installation field engineer.
- Customer will confirm the access hours and onsite contact details, including multiple names and telephone numbers.
- Customer to provide IP address or basic configuration 5 days in advance of installation.
- Customer shall verify or complete site preparation, including the infrastructure, wide (WAN) and local (LAN) area network provisioning.
- Customer to provide work package instructions 5 days minimum in advance of installation.
- Customer shall commit a technical representative (Customer "Single Point of Contact" or "SPOC") on a full-time basis to provide Westcon with the
- Assistance required to complete the Services, including, but not limited to, providing responses to all inquiries. Such SPOC shall have full authority to act on all aspects of the project.
- Customer to provide onsite or remote technical support during installation.
- Customer is responsible for any shipping and insurance charges, if any to transport equipment to sites(s).
- Customer to ensure site readiness prior to engineer visit and provide physical site survey report.
- Customer will confirm there is adequate space, power, cooling and patching available to support the device requirements. This needs to be confirmed prior to engineers attending site.
- For Access Point installations, Customer must provide floor plans with Access Points installation points clearly shown.

4. Pricing Methodology

Pricing will apply on a per hour (minimum 4 hour) or per day basis dependent upon the scope and duration of the service.

Rates will be subject to multipliers according to the table below.

An HA pair is counted as 2 devices

Day for engineer on site	Out of hours multiplier	Price per device if 1-4 device per site	More than 4 devices per site
Weekdays: In Hours	1	4 * WGPS-xxx-TE1-1HR 1 * WGPS-xxx-PC1-1HR	Price and SKUs on application
Weekday: Out Of Hours	1.5x	6 * WGPS-xxx-TE1-1HR 1.5 * WGPS-xxx-PC1-1HR	Price and SKUs on application
Weekend: Saturday	1.5x	Same as above	Price and SKUs on application
Weekend: Sunday	2x	8 * WGPS-xxx-TE1-1HR 2 * WGPS-xxx-PC1-1HR	Price and SKUs on application
Public Holiday	3x	12 * WGPS-xxx-TE1-1HR 3 * WGPS-xxx-PC1-1HR	Price and SKUs on application

Travel and Expenses will be charged at cost and billed at the end of each month or at the end of a project, whichever occurs first. Westcon will provide a detailed breakdown of such expenses.

Expenses that will be incurred are:

- Mileage/train/bus/taxi/public transport, costs for travel further than 48km/30miles from a major city or conurbation (defined as a city/conurbation with a population greater than 250,000 people).
- Hotel and subsistence costs if an overnight stay is required.
- Flight costs. Flights should be booked at least two weeks in advance where possible. Flight costs must be approved by the customer prior to Westcon booking.

All expenses charged will be in line with the Westcon Travel and Expenses policy. A copy is available on request.

5. Assumptions

- The resource will be onsite for a ½ day AM or PM and then ½ day increments as required
- Hardware is being installed in a single site location.
- For WAN installations the circuit is located within 0.5m of rack and tested
- Testing is limited to remote access for WAN, Wireless AP and LAN devices or device adoption within the management system
- In the case of new AP installs the infrastructure cabling is in place and switch port available
- This service is typically for up to 4 devices/appliances. Each device can weigh no more than 15KG or be greater than 3RU in size.
- For more than 4 devices or for appliance of more than 15KG a more specific SOW will be required as some installations will require another resource to assist in the mounting of the hardware (e.g. devices 4u and above). In these cases, Westcon-Comstor will require onsite assistance from customer's point of contact or an additional resource will need to be scoped into the price
- Installed device(s) will transition to support contract upon completion of install
- There is adequate space, power, cooling and patching available to support the device requirements. This needs to be confirmed prior to engineers attending site.
- All patching will be within the same cabinet.
- For Access Point installations
 - a) AP's will be installed at heights no greater than 2.5m.
 - b) No drilling will be required to mount AP's.
 - c) The infrastructure cabling is in place and switch port available.
 - d) The network access point will be no more than 1m from the AP.
 - e) Customer must provide floor plans with Access Points installation points clearly shown.
- For SD-WAN installations
 - a) A single or HA (High-Availability) Pair of SD-WAN appliances may be installed during a single onsite visit.
 - b) The Westcon engineer will attend site for a maximum of 2 hours for a single device installation or 4 hours for a HA Pair of devices. Unless an extension of time has been requested through change control process. If an extension is requested, it may not be on a consecutive day due to engineer availability.
 - c) The SD-WAN device has already been configured on the appropriate Dashboard by the customer prior to Westcon engineer attending site.
- For Server installations
 - a) The service is limited to physical installation and patching of cables within the cabinet.
 - b) No configuration will be applied.

6. Exclusions and limitations

The following are not included in this service:

- Plant / system design
- Configuration beyond copying customer provided configuration or putting an IP address for connectivity.
- Applying any configuration other than management IP address to Servers being installed.
- Troubleshooting of any configuration.
- Troubleshooting of any cabling.
- Patching between cabinets.
- Configuration of appliances apart from what is already covered in the scope of this service, ie firewalls in HA configuration
- Cabling apart from what is already covered in the scope of this service
- Patching is expected to be one to one and only occasional extra patching. Any extensive patching schedule is out of scope
- Cable tidying
- Remediation
- Disposal of equipment
- Where decommissioning is in scope, decommissioned hardware will be left at a designated location within the same location.
- Provisioning or tidying cabling, installing racks, AP mount kits
- Moving of hardware from a storage location to the installation room.
- Access Point installation excludes installation at height greater than 2.5m.
- Lifting equipment greater than 15KG in weight.
- Structured cabling, including cabling between switchports and access points.
- Any drilling.
- Any work requiring multiple resources (i.e. 2 engineers). This work must be scoped separately and accompanied by appropriate Statement of Work (SoW).

7. Common Features / Definitions

Acceptance Criteria – Agreed criteria that work is complete, and at which point invoicing takes place.

- Activity - A set of actions designed to achieve a particular result. Activities are usually defined as part of processes or plans are documented in procedures.
- Agreement - A document that describes a formal understanding between two or more parties. An agreement is not legally binding unless it forms part of a contract.
- Backup - Copying data to protect against loss of integrity or availability of the original.
- BOM - is short for Bill of Materials
- Business Hours - means 09:00 hours to 17:30 hours local time Monday to Friday, excluding public holidays.
- Cancellation – The work scheduled will no longer take place.
- Change Request Management - A formal process for changing this statement of work.
- CIW - is short for Customer Integration Workshop
- Configuration - A generic term used to describe a group of configuration items that work together to deliver an IT service, or a recognizable part of an IT service. Configuration is also used to describe the parameter settings for one or more configuration items.
- Consultant - is a person assigned by Westcon-Comstor to perform Services under this SOW.
- Customer – A Customer is defined as the company that Westcon-Comstor have the commercial relationship within an engagement.
- Deliverables - means the hardware and/or software and/or the Services described in the statement of work.
- End User – This is defined as the company a service is being provided to via a Customer/Partner.
- Engineer - is a person assigned by Westcon-Comstor to perform Services under this SOW.
- Escalation - An activity that obtains additional resources when these are needed to meet service level targets or customer expectations. Escalation may be needed within any IT service management process, but is most commonly associated with incident management, problem management and the management of customer complaints. There are two types of escalation: functional escalation and hierarchic escalation.
- Fixed Price – A project being delivered for a fixed cost. Projects can be delivered as a single phase or multiple phases.
- HLD - is short for High Level Design
- LLD - is short for Low Level Design
- Out of Hours - means 17:31 hours to 08:59 hours Monday to Friday. All day Saturday, Sunday and Public Holidays.
- Partner – A Partner is defined as the company that Westcon-Comstor have a commercial relationship within an engagement.
- Postponement – The start date of the commencement of services had been agreed but the start date has been changed to a later date. It is also considered that the services have been rescheduled.
- Procedure - A document containing steps that specify how to achieve an activity. Procedures are defined as part of processes.

- Process - A structured set of activities designed to accomplish a specific objective. A process takes one or more defined inputs and turns them into defined outputs. It may include any of the roles, responsibilities, tools, and administrative controls required to reliably deliver the outputs. A process may define policies, standards, guidelines, activities, and work instructions if they are needed.
- Project Coordinator - is the person who will assist with coordinating Westcon's performance of the Services (small engagements)
- Project Kickoff – Initial call/meeting between all parties once the Purchase Order has been received. This is the formal start of the engagement.
- Project Lead - is the person who will assist with coordinating and managing Westcon's performance of the Services. This will either be by a Project Manager or Resource Coordinator as defined in the Statement of Work.
- Project Manager - is the person who will assist with coordinating and managing Westcon's performance of the Services (larger engagements).
- Public Holidays - are officially recognised public holidays in the country work will take place.
- Rescheduled - The start date of the commencement of services had been agreed but the start date has been changed to another date.
- Resource - A generic term that includes IT infrastructure, people, money, or anything else that might help to deliver an IT service. Resources are considered to be assets of an organization.
- Resource Coordinator - is the person who will assist with coordinating Westcon's resources to deliver Services described within this sow.
- SD - is short for Service Description
- Service Delivery Center – Service Desk - The Single Point of Contact between the Service Provider and the Users. A typical Service Desk handles Incidents and Service Requests, and also handles communication with the Users.
- Service Description - A Service Description defines the specific deliverables of a service. In general, a Service Description will act as a supplementary document to a contract, describing the functional attributes of the service to be consumed, its limitations, pricing structure, service levels (and penalty schemes if appropriate) giving customers a clear understanding of exactly what will be delivered under the terms of their contract when a purchase order is signed.
- Standard Business Hours – Defined as Monday to Friday 09:00 to 17:30.
- Statement of Work (SoW) – A legal document that adds specificity to a particular piece of work over and above the provision made in the contract. A SoW may be for a specific project or a program that is delivered by the parties. Usually, it is significantly more operational in its nature and very specific in its definitions, including roles and responsibilities of all parties. Activities beyond those listed in the SOW may require a change order
- Time and Materials (T&M) – A project being delivered under T&M means that the customer will only be charged for time used by Westcon-Comstor. If there is not enough time purchased by the customer, they can either complete the work themselves or use the Change Management process to request a quote for additional time.
- Trainer - is a person who will perform training Services, if any.
- Weekend - means 00:00 – 23:59 Saturday (all day) and 00:00 – 23:59 Sunday (all day).

8. Legal terms and conditions

This Service Description is subject to Westcon Group European Operations Ltd's standard terms and conditions located at <https://www.westconcomstor.com/global/en/legal/terms-and-conditions.html> "Terms and Conditions".

In the event of a conflict with this SD and the Terms and Conditions, this SD shall take precedence. Notwithstanding the foregoing, the Terms and Conditions do not apply where you have agreed to separate terms with us in which case those terms shall prevail to the extent that the terms herein are not otherwise covered and further provided that those terms have not expired or otherwise been terminated.

9. Document History

Document Title	Version Number	Issue Date	Author
SD Westcon Extreme Rack and Stack	1.0	May 2022	Jon Dawson
SD Westcon Extreme Rack and Stack	1.1	July 2022	Jon Dawson

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