

VERSION 3.0 – FEBRUARY 2018

SERVICE DESCRIPTION

VIDENS SD-WAN PROJECT MANAGEMENT AND DESIGN SERVICES

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1 Customer benefits

Videns IT Services has developed a structured approach to implementing SD-WAN solutions for large organisations, consisting of three phases: Pre-deployment, Implementation and Operation.

Project Management oversees the Pre-deployment and Implementation phases, up to the point where a fully operational SD-WAN service is handed over to the Customer. Project Management will ensure that the SD-WAN solution is installed and deployed quickly, efficiently and up to specifications, thus maximizing the Customer's return on investment.

Design Services are offered by Videns IT Services, to make sure that the SD-WAN ANS exactly matches the Customer's WAN requirements and LAN configuration on each location. Gathering all the necessary information to be able to make a high-level end low-level design will be part of this.

Videns IT Services usually bundles Project Management and Design Services together, for reasons of end-to-end quality assurance.

2 Project Management

2.1 Overview

When Project Management is ordered by the Customer, Videns IT Services will assign a Project Manager. The Project Manager will work with the Customer to define, plan, guide and monitor the deployment of the SD-WAN solution, both centrally and at remote sites. The Project Manager will be the Videns IT Services' single point of contact for the Customer, for all aspects of the SD-WAN deployment, and will assume the following responsibilities:

- Define the roles and responsibilities of all parties involved;
- Define, develop and agree to the deployment parameters and associated documentation;
- Ensure that procedures are defined;
- Verify that milestones are met by the parties involved;
- Coordinate and conduct regular meetings with the Customer to review project progress;
- Schedule, track and report on orders;
- Gather all information required for design, configuration and logistics;
- Instruct the customer on operational, problem management and escalation procedures.

The project manager oversees the entire process of pre-deployment, implementation, up to operation.

2.2 Deliverables

The Videns IT Services Project Manager will provide the Customer with the a Project Plan, including:

- Project scope and description (geographical scope, hardware and software to be installed);
- Roles and responsibilities;
- Installation and test procedures;
- Project schedule and milestones;
- Final handover document.

The Customer and Videns IT Services will mutually agree on and execute the Project Plan.

Other items that will be delivered by the Project Manager, or are provided under his responsibility, include:

- ANS deployment and service governance documentation;
- Test and handover documents;
- Planning and organization of regular progress meetings;
- Progress reporting.

3 Design Services

3.1 Overview

Design Services ensure that the Videns SD-WAN service is designed to match the exact WAN requirements and LAN configuration on each location. In the pre-deployment phase, the Videns IT Services engineer will make a high-level and a low-level network design.

3.2 Deliverables

High-level network design

The Videns IT Services engineer will develop the design and make a plan for the new SD-WAN solution deployment. The Customer's requirements and functional specifications will be translated into an architectural and topological design, including hardware specifications and identifying the required software modules. The high level design documents include a SD-WAN network topology diagram and kit-lists.

Low-level network design

The Videns IT Services engineer will develop a detailed network design for the SD-WAN solution, including network diagrams and configuration templates for integrating the SD-WAN Edge devices into the Customer's network. The low level design documents include a LAN study and covers such details as IP addresses, subnets, physical interfaces, cabling, power supplies and rack space for each site.

4 Customer responsibilities

The Customer will appoint, for the duration of the project, a project coordinator, who has authority to commit resources to the project within the Customer's organization.

The Customer will ensure that Videns IT Services has full access to all necessary Customer personnel, including directors and senior managers, as required. Videns IT Services also will have full access to data and information as it may reasonably require. Project progress and timely completion is dependent upon the prompt completion or satisfaction of the Customer's responsibilities, as set forth in the project plan. Additionally, Videns IT Services will be entitled to rely on the Customer's quick decisions and approvals provided in connection with the project.

Network (WAN or LAN) configuration changes may be required to make the SD-WAN Edge devices work properly within the Customer's network environment. The Customer will be responsible for these changes.

5 Additional services

Videns IT Service can provide the following additional services, which may be required by the Customer for the successful deployment of the SD-WAN solution, but which are not considered part of Project Management and Design Services:

- Site Surveys (physical on-site inspections);
- Shipment and Pre-configuration Services;
- Hardware installation Services.

6 Processes

6.1 Contract variations

If, during the course of the project, Videns IT Services identifies a requirement for additional hardware or software or (third party) labor, which has not been previously identified or documented, then prior to engaging such additional resources, Videns IT Services will ask the Customer for his written agreement.

6.2 Invoicing

Unless otherwise agreed, Videns IT Services will invoice 50% of the Project Management and Design Services fees in advance and 50% upon completion of the project.

Charges for the Project Management and Design Services are specified in the agreed and signed Order Form(s) or Customer Contract.

The standard invoice language is English and the standard invoicing currency is the Euro.