

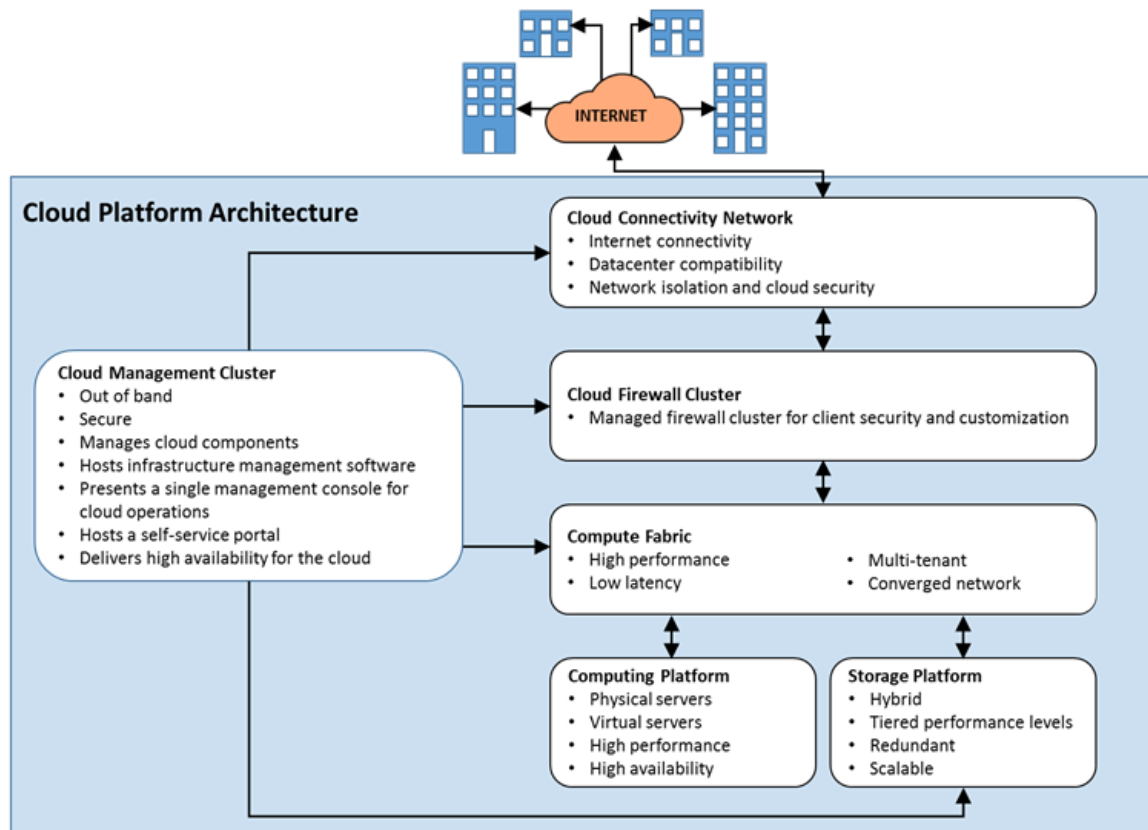
Xterity Infrastructure as a Service (IaaS)

The Xterity Cloud Services Platform

An enterprise-class computing platform designed for reliability, scalability and performance for workloads with static or variable demands. The cloud platform is architected to provide dependable computing resources that businesses can rely on for critical information technology (IT) processing 24x7x365. Unless otherwise noted, all references to “The Cloud” within this document directly refer to Egenera’s Cloud Services brand: Xterity.

The cloud platform serves as a core component of Xterity Cloud Service offerings including, but not limited to IaaS, BaaS, DRaaS, Cloud Migration etc. Service descriptions for each of the individual cloud services are available on the Egenera partner portal.

The cloud platform architecture includes a compute fabric for east-west communications between (computing platform) servers, providing the highest performance available. Our storage platform employs a fast, redundant, and secure data storage repository for flexibility and availability. A multi-tiered network architecture assures security while enabling high speed access and dependable, consistent performance. Our datacenter hosting partners are selected from the top tier datacenter operators with worldwide locations and reputations for the highest reliability available.



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The Cloud Datacenters

Xterity cloud instances are hosted in top tier datacenters worldwide. The cloud hosting datacenters maintain compliance with international and regional standards including ISO 27001, ISO 9001, and SSAE16. North America datacenters are compliant with SOC1-Type II and SOC2-Type II standards and can be leveraged to satisfy HIPAA and GxP validation requirements. EMEA and APAC datacenters are compliant with SOC1-Type II standards and can also be leveraged to satisfy GxP validation requirements. Certification documentation and audit statements are available on request.

Our datacenter partners operate with average uptime globally greater than 99.99% which translates to an average of less than six minutes' downtime monthly across our datacenters. Mission-critical components in the datacenters are designed with N+1 (at least one backup) redundancy. In addition, backup generators are maintained to ensure there is enough fuel to provide 24 to 48 hours of power should there be an interruption to the external power source.

Our datacenter partners offer access to the top network providers globally and make it easy for you to connect your business partners and clients quickly and efficiently via access to the top 10 global and regional Multiprotocol Label Switching (MPLS) providers including direct connect capability to public clouds if necessary. Each cloud instance location has multiple circuits from a Tier 1 provider ensuring performance and reliability of the cloud networking connectivity to the internet. Currently our cloud datacenters are located in:

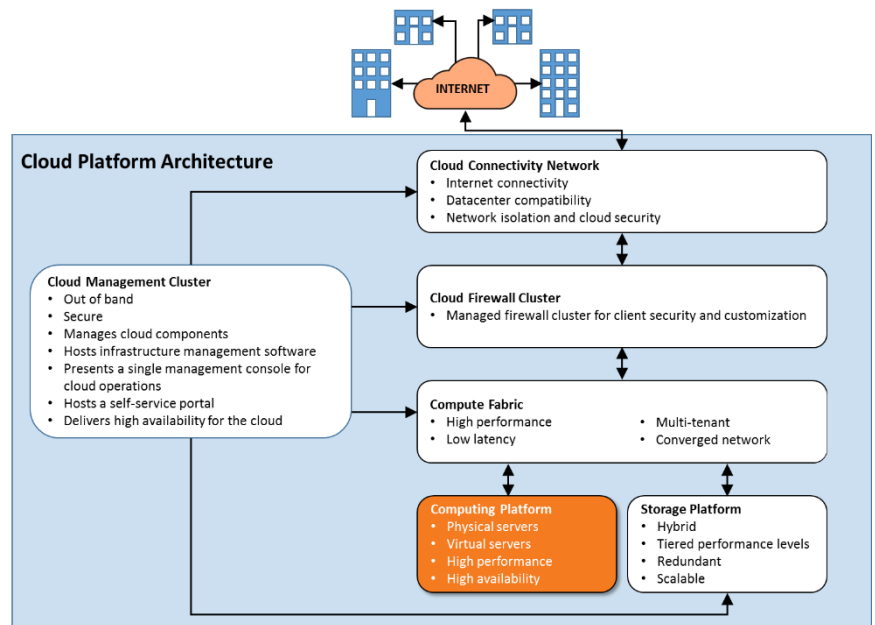
USA	EMEA	APAC
Ashburn, Virginia	Dublin, Ireland (2)	Tokyo
San Jose, California	London, United Kingdom	
Boston, Massachusetts	Newcastle, United Kingdom	

The Cloud Platform Architecture

1. Computing Platform / Servers

The cloud platform uses Intel® Architecture (IA) based servers. The IA servers are the platform for “bare metal / dedicated” physical servers as well as cloud host servers for virtual machines (VMs).

- VM host servers are based on IA server class multi-core CPUs with redundant 10Gb Ethernet connections to the compute fabric.
- For physical servers, standard processor and memory configurations are available. Each physical server has redundant 10Gb Ethernet connections to the compute fabric.



All VM host and physical servers connect to enterprise class shared, high-performance storage area network (SAN) storage via the high speed, low latency compute fabric.

The cloud platform utilizes VMware® hypervisor technology for virtual server support. Virtual server configurations are customizable using the intuitive (drag-and-drop) Xterity **Cloud Console** designer or a simple (menu driven) wizard that make it easy to rapidly, and accurately design and deploy client solutions.

Also integrated in the **Cloud Console** is the cloud catalog. The cloud catalog includes a range of processor configurations from 1 vCPU up to 64 vCPUs per virtual server. If the catalog's standard vCPU configurations do not satisfy processor requirements, additional vCPU configurations can easily be added to the catalog upon request.

The cloud catalog includes virtual server memory configurations from 1GB to 64GB. The maximum memory supported per virtual server is 1TB. To insure expected performance and consistency for all workloads, the cloud platform does not allow memory oversubscription. If the catalog's standard memory configurations do not satisfy requirements, additional memory configurations can easily be added to the catalog upon request.

Virtual server configurations can easily be modified (using the designer or wizard) to satisfy changeable workloads. Configuration changes can take effect in a matter of minutes.

Virtual machine configurations are simple to create. Cloud administrators simply pick the required components from the cloud catalog using the designer or wizard.

Physical servers can be requested from the Xterity Cloud Operations team. Custom configurations are supported and will be priced at the time of the request and availability will be as soon as commercially possible.

Physical servers can be integrated into a hybrid solution incorporating virtual servers and physical servers. Xterity Cloud Operations will assist in integrating your physical servers into a hybrid solution.

The physical server services include unique high availability (N+1) options that enable cloud users to configure physical server resources with automated failover in case of a fault.

An alternate physical server configuration that provides dedicated physical server resources and full self-service capabilities for configurations, monitoring and billing is to request a physical server with your specified configuration be provisioned with the VMware virtualization technology and deploy only a single virtual machine on that physical server. This physical server configuration is single tenant, dedicated to you.

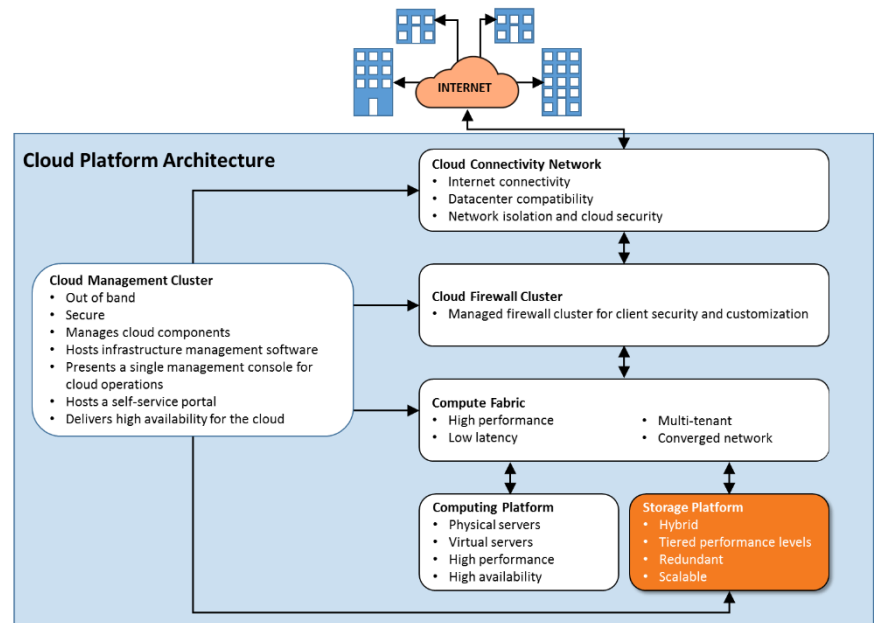
The cloud billing systems gives you and your clients control over spending. Compute resources are charged on a monthly usage model (e.g. how much is used in a calendar month) with partial monthly usage prorated based on the hours per month used.

- There are no minimum commitments for virtual servers, you pay for what is used.
- For physical servers, a one year minimum commitment is required, with charges billed monthly.

Tools are available to provide plans that can control and meter resource usage and charges automatically through the resource leasing functionality which allows for setting the parameters of a lease such as start date and duration with proactive alerts and notifications to warn of the approaching lease end date(s).

2. Storage Platform

The cloud platform utilizes shared storage providing highly available, flexible storage resources to all servers. The storage infrastructure is a hybrid SAN architecture utilizing solid state disks (SSD), hard disk drives (HDD) and optimization software to enable three levels of guaranteed performance. Storage arrays are integrated into the compute fabric for communications with servers over redundant 10Gb connections. Each storage array is fully redundant with automated availability features to maintain access to storage resources. All storage volumes are protected by RAID technologies to assure data high availability. All mirroring and retention of data is performed and retained on site in each cloud datacenter.



- Note: Business Continuity (e.g. Backup and Disaster Recovery) are optional services that can be added to computing solutions for additional IT Peace of Mind.

Xterity cloud operators monitor and manage all cloud storage resources 24x7x365. The cloud storage is persistent, block level storage.

All servers require selection of a boot disk from the catalog. The boot disk can be a dedicated volume for boot data only, or the boot disk can serve as a boot disk and also a general storage volume. The boot disk catalog category is the only storage category that supports server boot up.

The cloud catalog includes the flexibility to add storage resources from a range of storage performance and price choices. There are four performance choices - Tier 1, Tier 2, Tier 3 and Tier 4. (Tier 2 is available in all locations. Check locations for specific Tier 1, Tier 3 and Tier 4 availability). After choosing the storage Tier, specify exactly what capacity you want in 1 GB increments for Tiers 1, 2 and 3; 2 TB increments for Tier 4. A server can include storage from all tiers. The cloud storage technology used to manage, optimize and configure storage creates a hybrid storage resource pool utilizing SSD, high performance, commercial grade SATA HDD and commercial grade High Density SAS HDD to deliver the four performance levels with maximum Input-Output per second(IOPS) performance regardless of storage volume size (GB). The performance choices available are reflected in the table below:

	Tier 1	Tier 2	Tier 3	Tier 4
Use Cases	I/O intensive/ Latency sensitive	Boot volumes and Standard data storage	Infrequent Data Access	Archive, seldom accessed
Max Volume Size	62 TB	62 TB	62 TB	50TB (10TB minimum / 2TB)
Maximum IOPS/volume	25,000	15,000	100	50
Max throughput/ volume	300 MBps	200 MBps	100 MBps	50 MBps

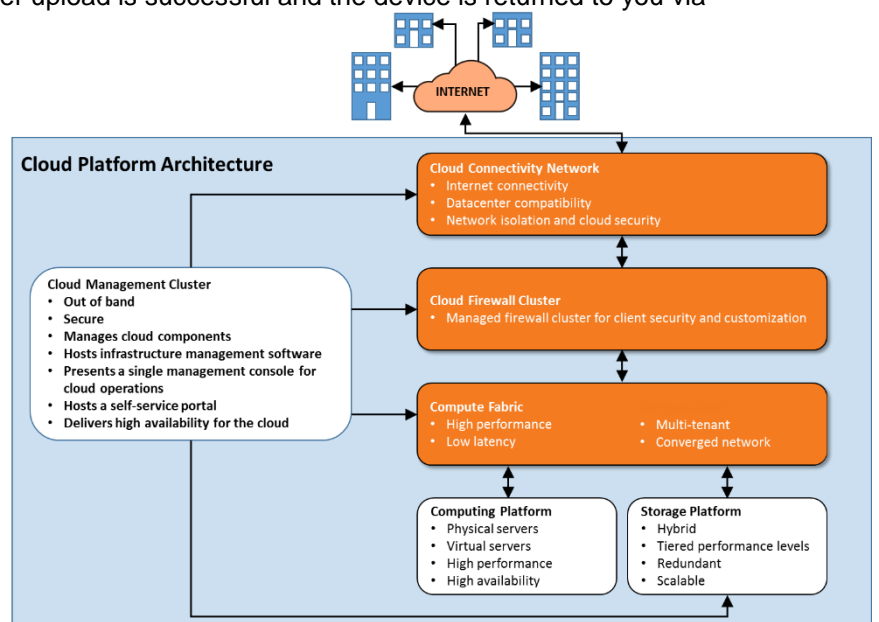
Storage resources have a monthly charge per capacity (GB) allocated. Partial month charges are based on total hours used per calendar month. Charges for storage resources continue from the time the server is deployed (“ON”) until the storage data is deleted from the cloud storage infrastructure. Actual usage is rounded up to the next hour for billing purposes. Storage resources assigned to servers are allocated / reserved for servers. Charges reflect the allocated storage resource capacity and not the actual size of the data volume residing within the allocated storage. Storage resource charges continue when servers are “OFF” (not booted) because the storage resource remains committed and allocated to the server even during the “OFF” mode of the server.

Storage resources are provisioned by selecting storage catalog items and dragging them into the solution environment using the cloud designer or by making a selection within the wizard.

The Cloud Storage Dock Service is available for onboarding new customers and transferring large files more efficiently when network connectivity isn’t the right choice. The Cloud Storage Dock Service is available to allow you to send (mail) storage devices to the cloud location for fast data upload. The service accepts any storage device with a USB 2.0/3.0 interface and is no larger than 3 inches by 10 inches by 12 inches, weighing 25 pounds or less. Once received by the cloud operations team, the storage device is connected to the network and you have access to the storage device for 48 hours through the specified server. For devices used for import only, all data is removed/deleted from the device after upload is successful and the device is returned to you via your specified shipping account. For devices used for export, the data loaded onto the device is encrypted and returned to you via your specified shipping account. Devices are accepted only within the geographic region of the shipping address. The regions are currently US, EMEA and Japan.

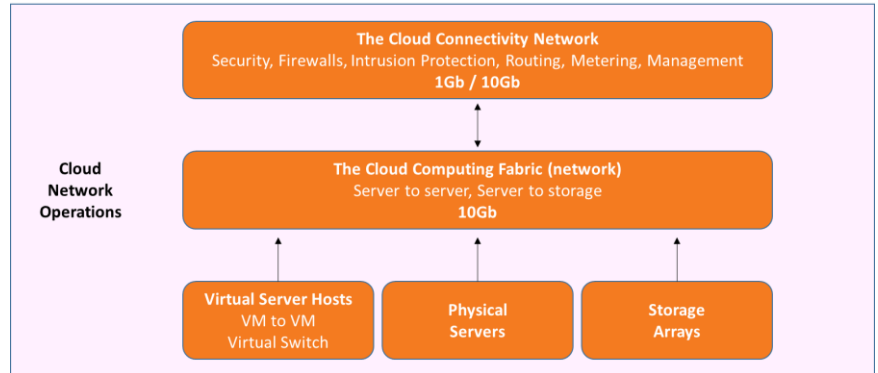
3. Network Infrastructure

The Cloud utilizes a three tier network architecture providing optimized performance, security and flexibility.



Datacenter Partner Worldwide/Regional Network Connectivity - Our cloud datacenter partners offer services from the top tier network carriers and internet service providers (ISPs) allowing selection of services between your clients and the cloud that meet performance, security and cost expectations. The cloud includes a Tier 1 network connectivity solution. Other solutions are offered by the datacenter partners including direct connections to public clouds for additional cost.

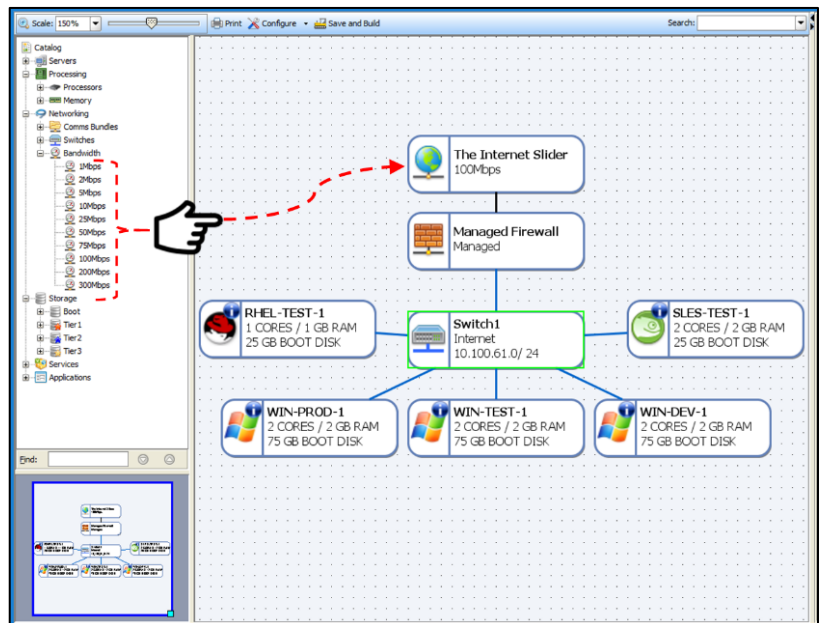
Datacenter Partner Worldwide / Regional Network Connectivity
IP Backbone, IP Carriers, Internet Service Providers, Public IP, Private IP
100Mb to 10Gb



The Cloud Connectivity Network - The cloud connectivity network is managed by the cloud operations team and provides isolation to assure security, performance and flexibility to match specific security and performance requirements for connectivity to public internet or private networks. The cloud connectivity network incorporates redundant connections as well as carrier grade services, eliminating potential points of failure. The cloud operations team monitors the cloud connectivity network 24x7x365 for performance, availability and security issues using the latest intrusion prevention technologies and procedures. The cloud connectivity network provides the interface to connect the cloud computing resources to public or private networks and the internet.

The Cloud Firewall Cluster (within the cloud connectivity network) provides the only access point into the cloud from external networks (e.g. Public Internet, private networks). The cloud uses firewall technology from the industry leaders. Firewall effectiveness is kept current with the latest software updates and processes.

Network resources are provisioned by simply dragging network catalog items into the cloud designer and connecting as required. For connectivity to the internet or private networks, choose from the cloud catalog network services of 1Mbps up to 300Mbps of committed data rate (CDR) with unlimited burst capabilities upto the available Xterity Cloud network resources, or select a specific “capped” datarate which limits bandwidth to the selected amount and helps to insure predictable charges or select a 1Gb or 10Gb dedicated Ethernet port. The CDR network services are not limited to the amount of data transported (e.g. no limit on the volume of data (GBytes) or the direction (inbound or outbound).

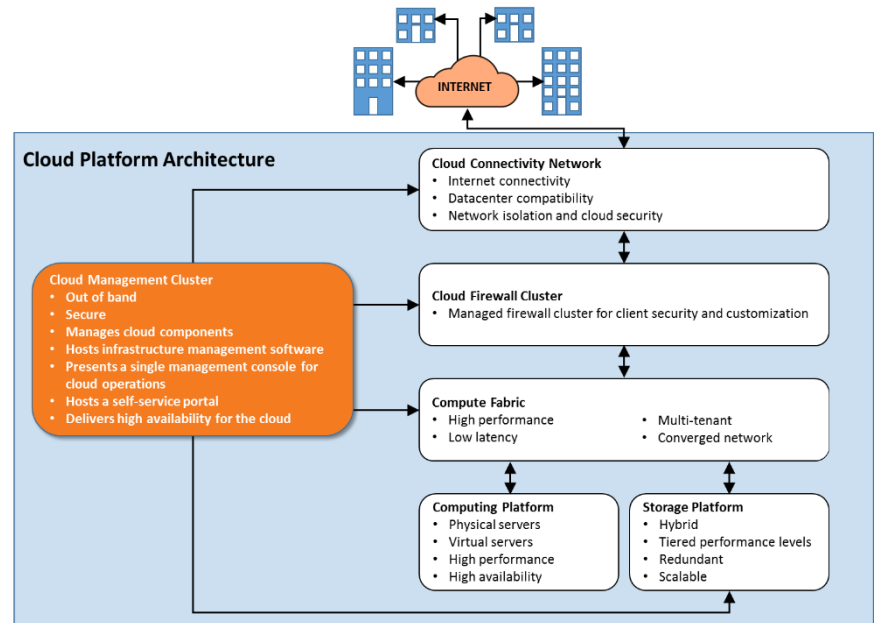


Network Burst Data Rates (BDR) are bandwidth usage in excess of the CDR during a billing cycle, and are charged in addition to the

CDR charges. All network charges are based on 95th percentile methodology with sampling every 5 minutes. Monthly billing reports and invoices show CDR usage and charges as well as any BDR usage and charges.

Add additional network capabilities such as firewalls, dedicated virtual switches, and Virtual Private Network solutions from the cloud catalog as needed using the cloud designer or wizard. Monthly charges for additional services are based on the number of instances of the selected additional service and charges continue as long as the service is allocated to a solution environment. Partial month usage and charges are prorated based on the number of days used during the month.

The Cloud Compute Fabric (network) - The Cloud Compute Fabric (network) provides a high performance, low latency fabric for transport of all data communications within the cloud. Each server (virtual machine host) is provisioned with dual 10Gb Ethernet ports which are operated “active-active,” giving each server 40Gbits of throughput (full duplex, bi-directional). The servers are connected to Cloud Fabric Switches which are non-blocking, low latency switches capable of sustaining full throughput from server to server. In fact, for applications requiring server to server communications, you can configure network topology so that communications remain within the high performance computing fabric and only traverse the cloud connectivity network when access to external networks is required.



The cloud compute network utilizes industry standard converged Fibre Channel over Ethernet (FCoE) network technology that allows transport of data and storage traffic over a single network.

The cloud management cluster technology used to manage, monitor and provision the compute fabric allows for unique capabilities to employ multi-tenancy security not only at the virtual server level, but also at the physical server level. This flexibility allows for hybrid solutions (virtual servers plus physical servers) to be fully configured for multi-tenancy operations.

4. The Xterity Cloud Console - Wizard / Designer

The Xterity Cloud Console (sometimes referred to as "cloud portal") application provides a complete environment for you to create cloud computing solutions, to quote and document those solutions, and independently provision, edit and monitor the solutions.

The cloud console presents a catalog of solution components including virtual processors, virtual memory, storage, network switches and connectivity interfaces that you can select to construct the solution for your customer.

The Cloud Console application provides a choice between menu driven (wizard) processes or drag-and-drop (designer) processes as depicted below.

The screenshot shows the Xterity Cloud Console Designer interface. On the left is a 'Catalog' pane with categories like Servers, Processing, Networking, Storage, and Services. The main workspace is a grid where components are dragged and dropped to form a network diagram. The diagram includes:

- The Internet** (Not Managed)
- Managed Firewall** (Managed)
- TopTier** Private Slider Switch (10.24.64.0/ 24)
- WebServer1** (1 CORES / 1 GB RAM, 60 GB BOOT DISK)
- WebServer2** (1 CORES / 1 GB RAM, 60 GB BOOT DISK)
- Midtier** Backend Slider Switch (10.24.62.0/ 24)
- AppServer** (1 CORES / 1 GB RAM, 60 GB BOOT DISK)
- DataBase** (1 CORES / 1 GB RAM, 60 GB BOOT DISK)

 Annotations with hand icons and numbers 1, 2, and 3 indicate the workflow: 1. Select a catalog item, 2. Drag it to your server, 3. Select save and build. Text overlays state: 'your done, the designer has configured your server.....' and '.....AND the costs are updated dynamically as you build out your environment'. On the right, a price summary box shows an 'Environment Price' of \$183.81. Below it is a table of component prices:

Name	Partner Price
Template	\$183.81
Internet (Not Man...	\$0.00
Firewall	\$6.95
Switches	\$13.90
TopTier	\$6.95
Midtier	\$6.95
Servers	\$162.96
WebServer1	\$38.24
WebServer2	\$38.24
AppServer	\$38.24
DataBase	\$48.24

**Xterity Cloud Console - Designer
(Drag-and-Drop)**

The screenshot displays the 'New Environment' wizard in the Xterity Cloud Console. It is divided into several sections:

- Start:** A sidebar menu with options like 'Comms Bundle', 'Internet', 'Switches', 'Servers', 'Firewall', and 'Summary'. A hand icon labeled '1' points to the 'Configure' button.
- Environment Name and Description:** Fields for 'Name' (containing 'Environment2') and 'Description'.
- Template:** A table of pre-configured templates:

Name	Description
<none>	Start a new environment
AppServer	Application Server Template
DualServer	Two standard linux servers
ThreeTierService	Traditional 3-tier application stack
WebServers	Two Load Balanced WebServers
webservice	template for Peteco webservers
- Environment Price:** A yellow box showing 'Environment Price \$16.68' with sub-totals for Customer Price, Exc. Sales Tax, and Partner Price. A hand icon labeled '2' points to the 'Servers' item in the configuration tree.
- Configuration Tree:** A tree view showing components like Processor, Memory, Switches, Boot Disk, Storage, Applications, Services, OS Properties, and Finish. A hand icon labeled '2' points to the 'Services' item.
- Add Servers:** A section for defining server parameters, including 'Server Base Name' and 'Server Count'. A hand icon labeled '3' points to the 'Server Count' field.
- Server Types:** A table of server configurations:

Name	CPU	Memory	Boot Disk	Customer
FreeBSD	Single	1 GB	60 GB	
RhelClone	Single	1 GB	60 GB	
SUSE11SP3BaseThin	Single	1 GB	60 GB	
Server1	Single	1 GB	60 GB	
Win2012R2ThinVM0NET	Single	2 GB	150 GB	
- Navigation:** 'Previous', 'Next', and 'Finish' buttons are visible at the bottom of the wizard.

Annotations include:

- 'Wizard dialog box to describe your server'
- '.....AND the costs are updated dynamically as you build out your environment'
- 'define parameters..'
- '"finish" to build the environment'
- 'Select items and quantities...'

Xterity Cloud Console - Wizard (Menu Driven)

Solution Creation and Quotes. The Xterity Cloud Console allows you to adjust prices for every catalog item to implement your own pricing scheme. The prices you set will be used to create quotes for your clients. And, while you build the solution for your clients, the Cloud Console environment (designer and wizard) will update the total monthly cost of the solution in real-time, allowing you to see both YOUR cost and the Price you will offer to your client. Once you get the authorization from your client, you can deploy the environment and initiate charges to your client. Through the cloud console, you can gain access to server OS consoles and will be able to monitor utilization of processor, memory, storage and network resources.

Pricing. The cloud console allows you to set margin for every item in the catalog. It is as simple as moving a slider to the desired margin percentage. These percentages will be applied to each catalog component in the solution you are building, providing you with the flexibility to adjust prices as you need to on a solution by solution basis. You can select the currency you will do business in and set the currency conversion rates for business between you and your clients. As your cloud administrators create solutions, the cost of the solution automatically updates dynamically (orange box below) enabling you to optimize solutions for your client's requirements.

Financial Reporting. View real time usage and costs and customer charges at a point in time or for the entire billing cycle. Create “Revenue Reports” and “Pipeline Reports” daily to monitor and manage your cloud services business. And export financial data in “csv” format to help with customer invoicing.

Customized Branding. The Cloud can be fully customized to present the cloud services as your company’s cloud. The cloud console can be fully branded with your company’s identity as well as the web page and access portal for you and your clients. All the quotes will be customizable with your company identity too. And, the cloud collateral and marketing resources can be branded with your identity.

Support. As an Egenera partner, you have access to an enterprise class ticketing system that provides L2/L3 support to you and your team 24x7x365 with phone and online support. You maintain your client relationships by providing client/end-user support to them.

Cloud Catalog Service. The cloud catalog is populated with the general components required to build an IaaS solution. This includes virtual processors, virtual memory, physical servers, network components, storage resources, operating systems and select applications. The Cloud is a Microsoft Authorized reseller and all Microsoft Catalog items are offered through it utilizing the Microsoft SPLA program. Customers can utilize other means of acquiring and deploying Microsoft products and are responsible for any licensing and reporting on those Microsoft Products provided they provide to clients/ end-users. You can request additional services or products to be added to the cloud catalog. These will be considered on a per-request basis and, depending on the request, setup charges may apply. The cloud catalog services are developed for multi-level business processes that are typical of distribution channels with resellers and end-users. As the user of the cloud, while creating solutions for clients, prices can be set that reflect the margin you choose to apply for each catalog item to simplify meeting your business objectives.

The Cloud Catalog

Note that the cloud catalog information shown below is subject to change. Cloud catalog changes occur at random times; therefore, you should always check with your Xterity Sales representative to ensure you have the most current information.

NOTE 1 - For items where “partial month” charges apply, the calculation for partial month charges is based on the monthly charge, divided by the hours in the specific month of usage and multiplied by the hours of usage rounded to the next hour.

NOTE 2 – Burst Data Rate charges apply to CDR network items. Burst Data Rate (BDR) are calculated based on actual usage using the 95th percentile method to establish monthly bandwidth usage above the CDR specified.

CATEGORY	CATALOG ITEM	ITEM DESCRIPTION	CHARGE BASIS
Processor	Virtual CPU (vCPU)	Select from quantity 1 to 64 vCPU for each virtual server - select configuration for vCPU per Socket	Per Month per vCPU ¹ ,
Memory	Memory (virtual memory)	Select from quantity 1 to 64 Gigabytes(GB) in 1 GB increments for each Virtual Server	Per Month per GB of memory ¹
Networking	Network Switch with 5 public IP address	Virtual switch for a solution environment with uplink connectivity to the Internet and includes five (5) public IP addresses.	Per instance monthly ¹
	Mid-Tier Switch	Virtual switch for a solution environment that does not require Internet connectivity. Unlimited bandwidth.	Per instance monthly ¹
	Managed Firewall	Enables configuration and management of core firewall settings on a per environment basis	Per instance monthly ¹
	Mbps with 5 Public IP address and managed firewall	This is the standard network resource for each environment that includes: 2Mbps guaranteed bandwidth for internet connectivity, firewall management, and five (5) Public IP addresses	Per instance monthly ¹
	Site to Site VPN	A full time bi-directional encrypted tunnel established between a customers' datacenter and one of our cloud locations	Per instance monthly ¹
	Additional Public IP Address	Public IP addresses for use in solution environments	Per instance monthly ¹
	External 1Gb Ethernet port	Dedicated 1 Gb Ethernet Port from the Internet into our cloud platform	Per instance monthly ¹
	External 10Gb Ethernet port	Dedicated 10 Gb Ethernet Port from the Internet into our cloud platform	Per instance monthly ¹
	1Mbps CDR Bandwidth Capacity	1 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	2Mbps CDR Bandwidth Capacity	2 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	5Mbps CDR Bandwidth Capacity	5 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	10Mbps CDR Bandwidth Capacity	10 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	25Mbps CDR Bandwidth Capacity	25 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	50Mbps CDR Bandwidth Capacity	50 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	75Mbps CDR Bandwidth Capacity	75 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	100Mbps CDR Bandwidth Capacity	100 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	300Mbps CDR bandwidth Capacity	100 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ^{1,2}
	1Mbps Capped Bandwidth Capacity	1 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
2Mbps Capped Bandwidth Capacity	2 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹	

CATEGORY	CATALOG ITEM	ITEM DESCRIPTION	CHARGE BASIS
	5Mbps Capped Bandwidth Capacity	5 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
	10Mbps Capped Bandwidth Capacity	10 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
	25Mbps Capped Bandwidth Capacity	25 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
	50Mbps Capped Bandwidth Capacity	50 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
	75Mbps Capped Bandwidth Capacity	75 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
	100Mbps Capped Bandwidth Capacity	100 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹
	300Mbps Capped bandwidth Capacity	100 Mb per second guaranteed VLAN uplink bandwidth from a solution environment	Monthly ¹

CATEGORY	CATALOG ITEM	ITEM DESCRIPTION	CHARGE BASIS
Storage Boot Disk	Tier1 Boot Disk (GB)	Tier 1 Performance IOPS - Selection of capacity in 1 Gigabytes(GB) increments for required Boot Disk – Raid Protected	Allocated GB monthly ¹
	Tier2 Boot Disk (GB)	Tier 2 Performance IOPS - Selection of capacity in 1 Gigabytes(GB) increments for required Boot Disk – Raid Protected	Allocated GB monthly ¹
Additional Storage	Tier1 Disk (GB)	Tier 1 Performance IOPS - Selection of capacity in 1 Gigabytes(GB) increments for required Boot Disk – Raid Protected.	Allocated GB monthly ¹
	Tier2 Disk (GB)	Tier 2 Performance IOPS - Selection of capacity in 1 Gigabytes(GB) increments for required Boot Disk – Raid Protected	Allocated GB monthly ¹
	Tier3 Disk (GB)	Tier 3 Performance IOPS - Selection of capacity in 1 Gigabytes(GB) increments for required Boot Disk – Raid Protected	Allocated GB monthly ¹
	Tier4 Disk (GB)	Tier 4 Performance IOPS - Selection of capacity in 1 Gigabytes(GB) increments for required Boot Disk – Raid Protected	Allocated GB monthly ¹

CATEGORY	CATALOG ITEM	ITEM DESCRIPTION	CHARGE BASIS
Software Licences		Microsoft Dynamics 365 for Sales Cloud License SAL	Per SAL per Month
		Microsoft Dynamics 365 for Customer Service Cloud License SAL	Per SAL per Month
		Microsoft Dynamics 365 for Team Members Cloud License SAL	Per SAL per Month
		Microsoft Exchange Server 2010 Cloud License per SAL	Per SAL per Month
		Microsoft Exchange Server 2013 Cloud License per SAL	Per SAL per Month
		Microsoft Exchange Server 2016 Cloud License per SAL	Per SAL per Month
		Microsoft ForeFront Virtual Cloud License per SAL	Per SAL per Month
		MS Office 2010 Professional Plus Edition Cloud License per SAL	Per SAL per Month
		MS Office 2010 Standard Edition Cloud License per SAL	Per SAL per Month
		MS Office 2013 Professional Plus Edition Cloud License per SAL	Per SAL per Month
		MS Office 2013 Standard Edition Cloud License per SAL	Per SAL per Month
		MS Office 2016 Professional Plus Edition Cloud License per SAL	Per SAL per Month
		MS Office 2016 Standard Edition Cloud License per SAL	Per SAL per Month
		Office Language Pack Licenses image	Per SAL per Month
		MS SharePoint Server 2013 Cloud License per SAL	Per SAL per Month
		MS SharePoint Server 2016 Cloud License per SAL	Per SAL per Month
		Windows Server Language Pack Licenses image	Per SAL per Month
		Remote Desktop (RDS) Client Access Cloud License per SAL	Per SAL per Month
		GNU GPL Cloud License per vCPU for Legacy Configurations	Free of Charge
		GNU GPL Cloud License per socket	Free of Charge
		GNU GPL Cloud License per vCPU	Free of Charge
		Microsoft SQL Server 2008 R2 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
		Microsoft SQL Server 2008 R2 Standard Virtual Cloud License per User	Per vCPU per Month ¹
		Microsoft SQL Server 2008 R2 Standard Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2008 Web Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹	

	Microsoft SQL Server 2012 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2012 Standard Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2012 Web Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2014 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2014 Standard Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2014 Web Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2016 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2016 Standard Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Microsoft SQL Server 2016 Web Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2003 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2003 Standard Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2008 R1 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2008 R1 Standard Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2008 R2 Enterprise Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2008 R2 Standard Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2012 R1 Standard Edition Virtual Cloud License per vCPU	Per vCPU per Month ¹
	Windows Server 2012 R2 Essentials Edition Virtual Cloud License	Per vCPU per Month ¹
	Windows Server 2012 R2 Standard Edition Virtual Cloud License	Per vCPU per Month ¹
	Windows Server 2016 Essentials Edition Virtual Cloud License per	Per vCPU per Month ¹
	Windows Server 2016 Standard Edition Virtual Cloud License per	Per vCPU per Month ¹
	Windows Server 2016 Standard Edition Virtual Cloud License per	Per vCPU per Month ¹

CATEGORY	CATALOG ITEM	ITEM DESCRIPTION	CHARGE BASIS
Additional Services	Off-Cloud Setup Charge	Service that configures networks, deploys backup agent, verifies network connections at customers' datacenter required for DRaaS or BaaS	Once per customer datacenter
	Archive VM to media	Service that will archive a specific storage volume from our Cloud storage to a physical media such as a thumb drive or DVD and send to the customer	Per request
	Site to Site VPN Setup	Service that configures network settings, routing, security settings for a single virtual private network between customers' datacenter and our cloud	Per request
	Publish customer template	Create a unique virtual server template with customer specified configurations that is added to our catalog for easy, repeated use by the customer	Per request
	Publish customer template with customization script	Create a unique virtual server template with customer specified configurations and customized scripts/settings that is added to our catalog for easy, repeated use by the customer	Per request
	Import VMDK	Service to adapt a customers' server file in VMDK format to be compatible with our cloud and add to our cloud catalog for use by the customer	Per request
	Clone Server	Service to copy an existing server in our cloud for use/re-use by the customer. Only the customer has access to clones.	Per request
	Migration Service	Service that adapts existing customer server at a customer datacenter to a virtual server equivalent, compatible with our cloud.	Per request
	Backup Restore Test	Service to verify a specific server restore point is valid	Per request
	T&M Engineering Service	Technical services that provide engineers and technicians on a time and materials basis to implement IT programs and activities on cloud resources	Per project
	T&M Architecture Service	Technical services that provide IT consulting, strategy, and IT architecture development for cloud solutions	Per project
		on-Cloud Premier BaaS	GB used/Month ¹
		on-Cloud P-DRaaS	GB protected/Month ¹
		off-Cloud BaaS via VPN	GB used/Month ¹
		off-Cloud Premier BaaS	GB used/Month ¹
		off-Cloud Local BaaS	GB used/Month ¹
		off-Cloud Premier DRaaS via VPN	GB protected/Month ¹
		off-Cloud Premier DRaaS via vAPP	GB protected/Month ¹
		on-Cloud Premier DRaaS	GB protected/Month ¹
		off-Cloud E-BaaS	GB used/Month ¹

The Cloud Service Level Agreements

The Cloud Service includes: The Cloud compute platform operation, the Cloud storage platform operation, the Cloud network infrastructure operation, the Cloud Portal and Cloud support services.

- Egenera guarantees that the Cloud Service shall have 99.99% Availability
- If the Availability falls below 99.99% in any month, The Cloud Operations will credit the Customer according to this table:

Event	Time to restore measurement	Time to restore service (hours)	Number of days for which the customer will receive credits based on the value of the affected service
Service Affecting Fault	Starts with The Cloud support team issuing to the Customer a support ticket reference number and ends when customer is notified the service is restored.	0– 4	1
		>4– 9	2
		>9 – 14	3
		>14 –19	4
		19 +	5

Roles and Responsibilities

Task Owner	Operations Task	Task Type (Onboarding or Recurring)
The Cloud	Cloud Services Pitch to Reseller/MSP client	Onboarding
The Cloud	Proposal/Business Case review for Reseller/MSP client	Onboarding
The Cloud	Reseller/MSP client signs letter of intent to resell The Cloud	Onboarding
The Cloud	MSA, SLA, Reseller/MSP agreements negotiated and signed	Onboarding
The Cloud	Cloud Services sales training for Reseller/MSP	Onboarding
The Cloud	Cloud Services Technical/operational training for Reseller/MSP	Onboarding
Reseller/MSP	Reseller/MSP Collateral creation	Onboarding
Reseller/MSP	Reseller/MSP end Cloud Service Pitch to end user contact	Recurring
Reseller/MSP	End user Proposal/Business Case review negotiation	Recurring
Reseller/MSP	Reseller/MSP uses Cloud Service portal to design-present a solution	Recurring
End User	End User evaluates/accepts proposed solution	Recurring
Reseller/MSP	End user launches applications/workloads on Cloud Services	Recurring
The Cloud	Billing/Invoice/Collection for Cloud Service charges used by Reseller/MSP	Recurring
The Cloud	Technical Support to Reseller/MSP	Recurring
Reseller/MSP	Billing/Invoice/Collection of charges to the End User	Recurring
Reseller/MSP	Technical Support to End User	Recurring
The Cloud	Cloud Services Catalog creation and maintenance	Recurring
The Cloud	Cloud platform operation, maintenance, management (HW and SW)	Recurring
Reseller/MSP	Data Center operations, maintenance, management	Recurring
Reseller/MSP	Technical Support to End User	Recurring

About Egenera

Egenera was founded in 2000 to deliver “tomorrow’s datacenter – today.” Since then we’ve been providing highly reliable, advanced server virtualization/converged infrastructure solutions. Building on this experience, we developed Xterity Cloud Services specifically for the channel. Xterity Cloud Services provides an intuitive, drag-and-drop cloud management solution that simplifies all cloud workflow processes including customized design, deployment, scalability, management, pricing, and billing.

Without the inherent complexities found in other cloud services, Xterity partners are liberated to focus on providing higher value, higher margin services to their clients. Xterity Cloud Services combine the security and reliability of Tier 3 datacenters with enterprise-class hardware and software to deliver wholesale managed private and public cloud IaaS services including virtual servers, networking and storage, disaster recovery, backup, and migration. 24x7x365 partner support and assigned account management is included at no additional cost to help ensure success for our partners and their clients.

To learn more about Egenera’s Xterity Cloud Services please contact us at:

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