



+  Microsoft



Service catalog

For

Enterprise Storage on Azure as a Service

For

Customers in UAE

Reference: <CUST-PROJECT-PROP-VX-DDMMYY>

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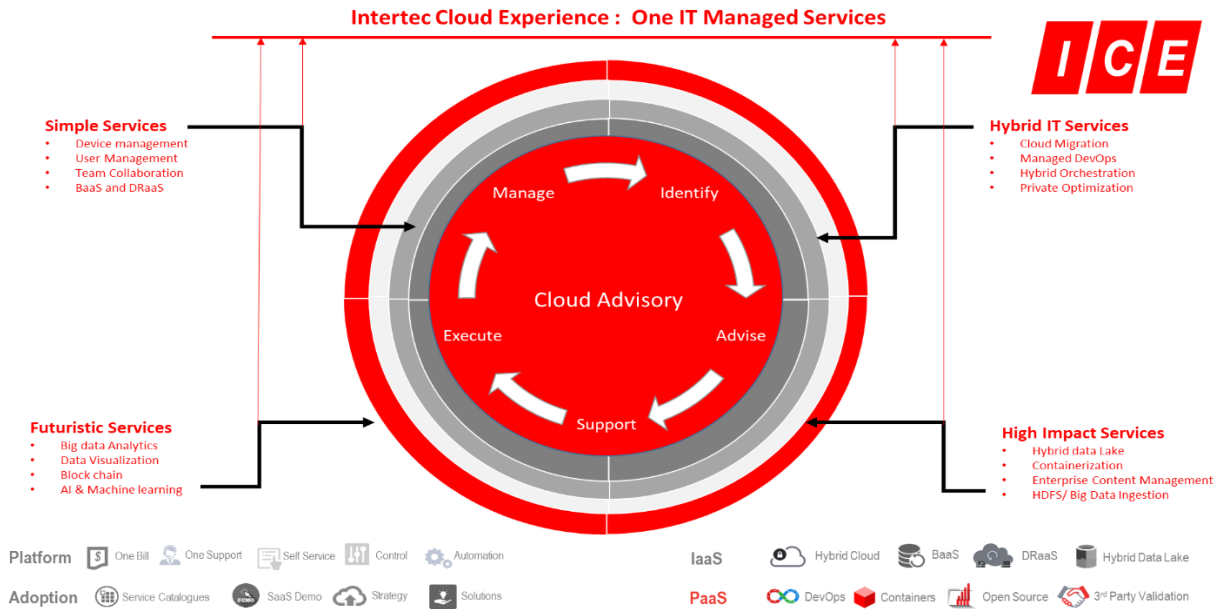
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1 ABOUT ICE

Intertec is pleased to announce the launch of its flagship cloud engagement strategy for supporting your journey to cloud. Our managed services catalogues and solution ecosystem is uniquely designed to present a cloud; public or private as a single hybrid ecosystem which results in a uniform experience across. Hence, the name ICE which stands for Intertec Cloud Experience built for maximum efficiency, flexibility and ROI for you. This is ICE-as-a-Service.



Why Intertec Cloud Experience

- Our Marketplace is not only a Cloud Brokerage Platform for Simple Services rather a Solution Platform
- Our Service Catalogues signify our 27 years of Services as a System Integrator
- We have integrated Service Catalogues that give you access to complex solutions which are validated and Pre-Integrated.
- Services Catalogues are provisioned by a few clicks on the platform.
- Our Service Catalogs are Hybrid i.e. are viable for consumption on Both Private and Public Clouds.
- Service Catalogue is further integrated below to our Cloud Operation Center for Managed Services and Our ERP.
- Expert Teams plugged into a Support eco-system
- Existing NOC centers in UAE and Mumbai with Upgraded Capabilities on Cloud Operation Centers
- IT Self Service Workflows for Users to Solve Simple Tasks
- Monthly Reporting for Consumption and Escalations
- Complete Control and Visibility of the service matrix.



2 MICROSOFT CREDENTIALS



12/25/2018

To whom it may concern:

I hereby confirm that INTERTEC SYTEMS L.L.C. has satisfied the requirements and attained the following competencies in the Microsoft Partner Network program.

INTERTEC SYTEMS L.L.C. (MPNID: 520069)
201, Sobha Sapphire
Business Bay
Dubai, Dubai - 27130
United Arab Emirates

- Gold Datacenter
- Gold Application Development
- Gold Messaging
- Gold Cloud Productivity
- Gold Cloud Platform

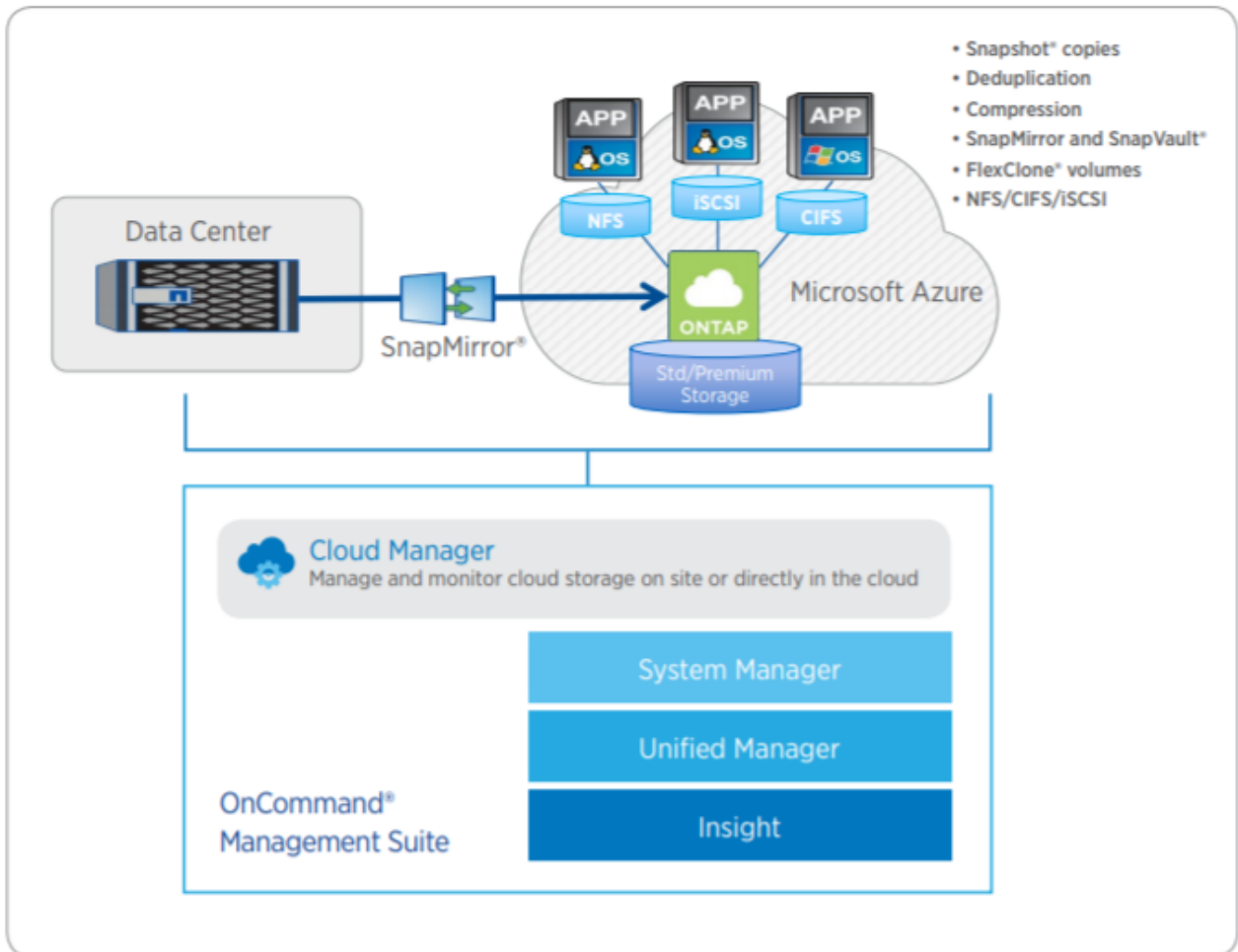
Best Regards,

A handwritten signature in black ink that reads 'Toby Richards'.

Toby Richards
General Manager, Microsoft Partner Programs

Microsoft Corporation

3 OVERVIEW



3.1 CLOUD VOLUMES ONTAP

Cloud Volumes ONTAP is a software-only storage appliance that runs the ONTAP data management software in the cloud. You can use Cloud Volumes ONTAP for production workloads, disaster recovery, DevOps, file shares, and database management.

Cloud Volumes ONTAP extends enterprise storage to the cloud with the following key features:

3.1.1 STORAGE EFFICIENCIES

Leverage built-in

- data deduplication
- data compression
- thin provisioning
- Cloning to minimize storage costs.



3.1.2 HIGH AVAILABILITY

Ensure enterprise reliability and continuous operations in case of failures in your cloud environment.

3.1.3 DATA REPLICATION

Cloud Volumes ONTAP leverages SnapMirror, NetApp's industry-leading replication technology, to replicate on-premises data to the cloud so it's easy to have secondary copies available for multiple use cases.

3.1.4 DATA TIERING

Switch between high and low-performance storage pools on-demand without taking applications offline.

3.1.5 APPLICATION CONSISTENCY

Ensure consistency of NetApp Snapshot copies using NetApp SnapCenter.

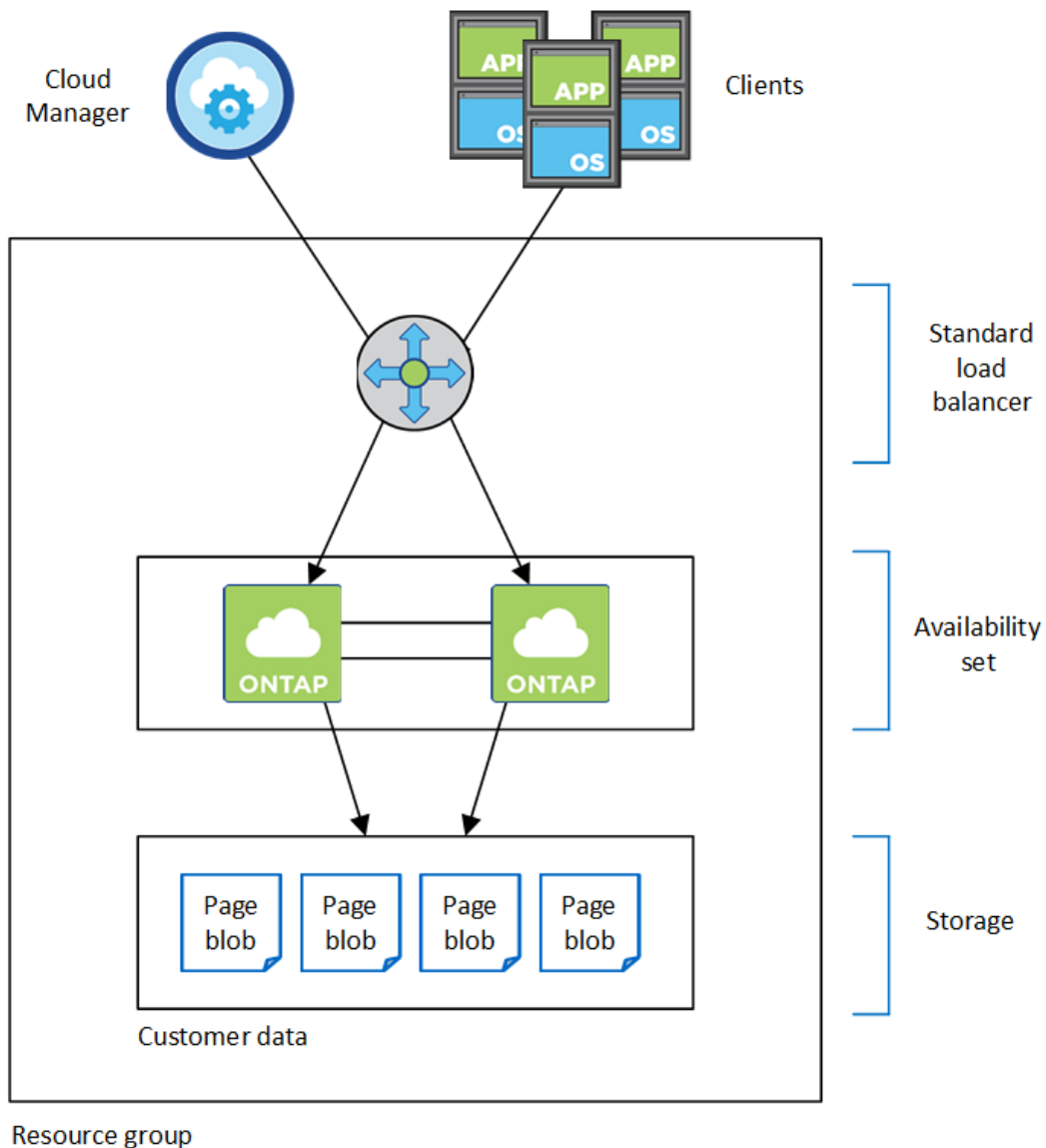
4 ARCHITECTURE

4.1 HIGH-AVAILABILITY PAIRS IN AZURE

A Cloud Volumes ONTAP high availability (HA) pair provides enterprise reliability and continuous operations in case of failures in your cloud environment. In Azure, storage is shared between the two nodes

4.1.1 HA COMPONENTS

A Cloud Volumes ONTAP HA configuration in Azure includes the following components:





Note the following about the Azure components that Cloud Manager deploys for you:

- Azure Standard Load Balancer

The load balancer manages incoming traffic to the Cloud Volumes ONTAP HA pair.

- Availability Set

The Availability Set ensures that the nodes are in different fault and update domains.

- Storage

Customer data resides on Premium Storage page blobs. Each node has access to the other node's storage. Additional storage is also required for boot and root data:

- A node's boot data resides on a Premium SSD Managed Disk.
- A node's root data resides on a Premium Storage page blob.

4.1.2 RPO AND RTO

An HA configuration maintains high availability of your data as follows:

The recovery point objective (RPO) is 0 seconds; your data is transactionally consistent with no data loss.

The recovery time objective (RTO) is 60 seconds; In the event of an outage, data should be available in 60 seconds or less.

4.1.3 STORAGE TAKEOVER AND GIVEBACK

Similar to a physical ONTAP cluster, storage in an Azure HA pair is shared between nodes. Connections to the partner's storage allows each node to access the other's storage in the event of a takeover. Network path failover mechanisms ensure that clients and hosts continue to communicate with the surviving node. The partner gives back storage when the node is brought back on line.

For NAS configurations, data IP addresses automatically migrate between HA nodes if failures occur.

For iSCSI, Cloud Volumes ONTAP uses multipath I/O (MPIO) and Asymmetric Logical Unit Access (ALUA) to manage path failover between the active-optimized and non-optimized paths.

4.1.4 STORAGE CONFIGURATIONS

You can use an HA pair as an active-active configuration, in which both nodes serve data to clients, or as an active-passive configuration, in which the passive node responds to data requests only if it has taken over storage for the active node.



4.2 STORAGE LIMITS FOR CLOUD VOLUMES ONTAP 9.4

Cloud Volumes ONTAP has storage configuration limits to provide reliable operations. For best performance, do not configure your system at the maximum values.

4.2.1 AGGREGATE AND DISK LIMITS FOR CLOUD VOLUMES ONTAP IN AZURE

Physical storage	Parameter	Limit
Aggregates and disks	Maximum number of aggregates	Same as the disk limit
	Maximum aggregate size	48 TB of raw capacity ^{1, 2}
	Minimum number of disks per aggregate	1
	Maximum number of disks per aggregate	12
	Maximum disk size	4 TB
	Maximum number of data disks across all aggregates ³	Depends on VM size. See below.
RAID groups	Maximum per aggregate	1

Notes:

- The maximum usable capacity of a 48 TB aggregate is 42.52 TB.
- The aggregate capacity limit is based on the disks that comprise the aggregate. The limit does not include object storage used for data tiering.
- The data disk limit is specific to disks that contain user data. The boot disk and root disk for each node are not included in this limit.

4.2.2 LOGICAL STORAGE LIMITS

Logical storage	Parameter	Limit
Storage virtual machines (SVMs)	Maximum per node	One data-serving SVM and one or more SVMs used for disaster recovery ¹
	Files	Volume size dependent
FlexClone volumes	Maximum per volume	Volume size dependent, up to 2 billion
	Hierarchical clone depth ²	499
FlexVol volumes	Maximum per node	500
	Minimum size	20 MB
Qtrees	Maximum size	AWS: 76.55 TB of fully provisioned capacity ³
		Azure: 38.27 TB of fully provisioned capacity ³
Snapshot copies	Maximum per FlexVol volume	4,995
Snapshot copies	Maximum per FlexVol volume	1,023



Notes:

- Cloud Manager does not provide any setup or orchestration support for SVM disaster recovery. It also does not support storage-related tasks on any additional SVMs. You must use System Manager or the CLI for SVM disaster recovery.
- Hierarchical clone depth is the maximum depth of a nested hierarchy of FlexClone volumes that can be created from a single FlexVol volume.
- The specified limit is based on the assumption that you use Cloud Manager to create a volume and that you keep the aggregate free space ratio at 10 percent, which Cloud Manager sets by default.

4.2.3 iSCSI STORAGE LIMITS

iSCSI storage	Parameter	Limit
LUNs	Maximum per node	1,024
	Maximum number of LUN maps	1,024
	Maximum size	16 TB
	Maximum per volume	512
	igroups	Maximum per node
Initiators	Maximum per node	512
	Maximum per igroup	128
iSCSI sessions	Maximum per node	1,024
LIFs	Maximum per port	32
	Maximum per portset	32



5 AVAILABLE OPTIONS

Overview	Total Annual
Basic Single Nodes , Small Capacity (HDD), 15 TB : Actual Capacity 15TB - 30 x S20(512GB) Controller VM - (DS3_v2 , 14GB RAM) , Max Disks 30 HDD (Managed)	\$ 49,704.07
Basic Single node, Small Capacity (HDD), 30 TB : Actual Capacity 30TB - 30 x S30 (1024GB) Controller VM - (DS3_v2 , 14GB RAM) , Max Disks 30 HDD (Managed)	\$ 57,652.87
Basic Single Node, Small Capacity (HDD), 60TB : Actual Capacity 60TB - 30 x S40 (2048GB) Controller VM - (DS3_v2 , 14GB RAM) , Max Disks 30 HDD (Managed)	\$ 74,610.31
HA Pair, General Purpose , 31 TB SSD , 100K iOPS : Actual Capacity 31TB - 62 x P20(512GB) + 100K iOPS Controller VM - 2 x (DS4_v2, 28GB RAM) , Max Disks 62 (Unmanaged Premium SSD)	\$ 151,173.60
HA Pair, General Purpose , 62TB SSD , 225K iOPS : Actual Capacity 62TB - 62 x P30(1024GB) + 225K iOPS Controller VM - 2 x (DS4_v2, 28GB RAM) , Max Disks 62 (Unmanaged Premium SSD)	\$ 211,355.40
HA Pair, General Purpose , 126TB SSD , 450K iOPS : Actual Capacity 126TB - 126 x P30 (1024GB) + 450K iOPS Controller VM - 2 x (DS5_v2- 56GB RAM) , Max Disks 126 () (Unmanaged Premium SSD)	\$ 356,710.80
HA Pair, Memory Intensive , 124TB SSD , 325K iOPS : Actual Capacity 124 TB - 62 X P40 (2048 GiB) + 325K iOPS Controller VM - 2 x (DS13_v2-, 56 GB RAM) , Max Disks 62 (Unmanaged Premium SSD)	\$ 335,017.20
HA Pair, Memory Intensive , 248TB SSD , 325K iOPS : Actual Capacity 248 TB - 62 X P50 (4096GiB) + 325K iOPS Controller VM - 2 x (DS13_v2-, 56 GB RAM) , Max Disks 62 (Unmanaged Premium SSD)	\$ 564,787.20
HA Pair, Memory Intensive , 126TB SSD , 450K iOPS : Actual Capacity 124 TB - 126 X P30 (1024 GiB) + 450K iOPS Controller VM - 2 x (DS14_v2 , 112GB RAM) , Max Disks 126 (Unmanaged Premium SSD)	\$ 363,334.80
HA Pair, Memory Intensive , 248TB SSD , 700K iOPS : Actual Capacity 248 TB - 126 X P40 (2048GiB) + 700K iOPS Controller VM - 2 x (DS14_v2 , 112GB RAM) , Max Disks 126 (Unmanaged Premium SSD)	\$ 604,020.60



6 TERMS AND CONDITIONS

Validity

The above proposal and the prices mentioned herein are valid for a period of 15 days from the date of this offer and supersede any previously submitted proposals in this regard.

Cloud Specific Terms and Conditions:

- ❖ Order types
 - Microsoft
 - All CSP Customers need to agree and sign (with stamp) to the Microsoft Cloud Agreement.
 - Customer is responsible for all the consumption of cloud services on the Microsoft organizational tenant created.
 - Subscriptions may be added to existing tenant and the customer is responsible for passing the details of the tenant on which he wants us to deliver the cloud services.
 - Customer is legally bound to pay for all the invoices raised as per the Microsoft service consumption report and this cannot be disputed.
 - Microsoft SaaS
 - Annual Subscription:
 - ◆ All Orders are invoiced for a 12 month period
 - ◆ All Orders are a commitment from the customer to Microsoft for a minimum quantity of pre-defined licenses for those 12 months.
 - ◆ All Payment will be Pre-Paid in Advance for these cloud services.
 - ◆ Reduction in licenses will not be allowed.
 - Annual Commitment
 - ◆ All Orders will be invoiced for 12 month period
 - ◆ All Payment will be Pre-Paid in Advance for these Cloud Services
 - ◆ Change in Subscription will be managed with a pro-rata billing process and additional supporting documents like PO / agreement to make the changes.
 - Microsoft Azure
 - Azure Variable
 - ◆ The only fixed value in a commercial proposal is the Unit rate defined and the estimates are provided for the budgetary understand of the customer and is not legally binding on the value of the rate of the Units charged against each SKU.
 - ◆ All Proposals are just estimates of actual consumption
 - ◆ Customer needs to agree on the Hard cap Limit of the monthly variable costs on Azure which will be enforced by Intertec.
 - Azure RI
 - ◆ All Orders are invoiced for a 12 or 36 months Period as agreed.
 - ◆ All Orders are a commitment from the customer to Microsoft for consumption of a minimum quantity of Virtual machines or SQL instances for the duration defined.
 - ◆ All Payment will be Pre-Paid in Advance for these cloud services.
 - ◆ Reduction in revenue and quantity is not allowed
 - ◆ Azure RI can take the advantage of the Azure RI Exchange program to switch between regions within the Microsoft's available data centers which is a Microsoft Exchange process and customer needs to follow the change procedures as per Microsoft terms. Credit note will be provided for the unutilized portion of the term period on pro-rata basis and the smallest unit is an hour.
 - ◆ Post RI Exchange the new RI is a new term commitment and shall be considered as a new RI Order and hence this would require a new PO for 12 or 36 Months period.
 - Cloud SaaS solutions
 - All orders to be considered as an Annual Commitment until unless defined as an Annual Subscription SKU.



- All Payment will be Pre-paid in advance for the full value of 12 months.
 - ◆ Change in Subscription will be managed with a pro-rata billing and additional supporting documents like PO / agreement to make the changes.
- Renewal of Cloud Services (SaaS/IaaS/PaaS)
 - All contracts are automatically renewed for another term at the last billed value unless terminated with a 60 days' notice period. In order to avail the discount the customer would have to agree and issue a service continuation Order 60 days before the date of the renewal
 - All payments need to be cleared 15 days prior to the renewal date.
 - In case of no confirmation, PO and failure of making payment before due date we will be forced to terminate the services on the due date and Intertec will not be liable for any consequential loss that may have been caused.
 - Prices will be based on the validity of the proposal submitted for the renewal.
- ❖ Service Catalogues
 - Costs :
 - Every service catalogue has three different price components
 - Cloud Service Subscription as defined above.
 - Onetime Costs: This covers the initial installation services provided by Intertec. This is an optional item as this value may not be needed in the following circumstances
 - ◆ It is a renewal order and there is no change of implementation of the solution
 - ◆ Intertec is not the professional services partners
 - Intertec Cloud Support: Monthly Managed services cost attached to this service catalogue. This also is an optional add-on to the service catalogue.
 - SLA:
 - For every service catalogue there is a pre-defined SLA and Scope of service attached to each cost.
 - It is the responsibility of the Customer to understand the inclusions and the exclusions before subscribing to any service.
 - It is the customer right to clearly understand the SLA and Scope and can demand clarity from the sales account manager at any point in time prior to placing the order.
 - Solution Architecture:
 - Although Intertec has used best of breed list of vendors and reference architectures to create the service catalogues, it is finally the customer's responsibility to understand the limitations of the proposed solution before initiating any service as the liability of the tenant is transferred to the customer the very moment it is created.
- ❖ SLA management
 - The availability of all cloud SaaS/IaaS and PaaS services will follow the SLA agreements of the individual cloud provider and Intertec bears no responsibility in management of these SLA on behalf of our these providers.
 - Intertec holds the responsibility to match the service levels agreed within a managed services contract defined within the service catalogue.

Payment Schedule: (All Prices are excluding VAT and shall be charged additionally as per the applicable rates from the Government)

- **IaaS Services**
 - 100% advance for the Reserved Instances
 - 100% on Invoice for Azure Variable and this is applicable for customer with standing credit limit with Intertec.
- **Intertec Cloud Support**
 - 100% advance along with the Purchase Order
- **One Time Services**
 - 25% advance along with the Purchase Order
 - 25% on SOW/BPR/Project Kickoff Document (PKD) sign Off
 - 50% on completion



- **Software**

- 50% advance along with the Purchase Order
- 50% against delivery of equipment. The payment should be prepared once notification is sent on material readiness.

Note:

- Intertec reserves the right to stop the services in case of overdue invoices.
- Where the client is exempted from VAT, "VAT EXEMPTION" Certificate needs to be produced
- 100 % payment is to be made if the Installation cannot be completed by Intertec within 90 days from the project delivery date in case the Site is not made ready by the Customer, or the customer's vendor has delayed in the delivery of any component/software which impacts Intertec performance in completion of the project.

Expected Delivery Period

Cloud SaaS/laaS and PaaS Services: Once your firm purchase order is received, delivery of Tenant will be completed with 4-5 working days and services will be provisioned and activated on the cloud as per the agreed project plan.

For Hardware and attached software delivery a period of 6-8 weeks is to be considered.

Any product needing special approval for statutory requirements will not be covered as part of the standard delivery and may require longer delivery period

Services: As per milestones stated in the proposal above.

Support Coverage

Support will be provided by the Local Indirect until and unless managed services are provided by Intertec.

Commitments and Purchase Order

Technical and Commercial commitments made by us in writing only form part of our commitment. Your purchase order should refer to our Quote number and date, for easy correlation.

Technology Substitutions

In case of non-availability of a quoted product, we reserve the right to supply a functionally similar or better product.

Taxation

Prices shown do not include value-added tax (VAT) or any other government charge payable by Intertec to any authority. Any subsequent charge hereafter imposed upon sales or services shall be for the account of the Client and shall be added to the purchase price. Client agrees to reimburse Intertec for any such tax, deductions or payments of whatsoever nature.

Passing of Risk and Title

Ownership of supplied items remains with Intertec Systems until payment in full is received. Risk passes on to you on delivery to your premises as designated by you.

All Hardware, Software and Tools used by Intertec in performing the services shall remain the property of Intertec and no rights are passed to the client.



Ownership of the tenant and all attached subscription is transferred to the customer immediately after provisioning.

Force Majeure

Neither of us shall be liable or deemed to be in default for any delay or failure in performance resulting directly or indirectly from acts of God, Civil or Military authority, acts of public enemy, war, riots, civil disturbances, insurrections, accidents, fire, explosions, earthquakes, floods, shortages etc. beyond the reasonable control of such party.

Arbitration by Chamber of Commerce

This document shall in all respects, be governed and construed according to the Laws of U.A.E. and is governed under arbitration under Chamber of Commerce of Dubai.

Principal Subscription Agreement

This proposal is further governed by the terms and conditions of Principal Subscription Agreement and all Products or Services Provided to Client will be provided as per the same. Client agrees to accept the Agreement and be bound by the same. Any deviation or changes to the same has to be agreed between the Client and the Principal. The draft of the Agreement is enclosed herewith for your reference.

Client Data

Client is solely responsible for the content of all Client Data. Client will secure and maintain all rights in Client Data necessary to provide the Online Services to Client without violating the rights of any third party or otherwise obligating Intertec or Microsoft to you or to any third party. Intertec and Microsoft does not and will not assume any obligations with respect to Client Data or to Client's use of the Product other than as expressly set forth in the Microsoft Agreement or as required by applicable law.

Governing Law

This document shall in all respects, be governed and construed in accordance with the laws and regulations of, and applicable in, the emirate of Abu Dhabi and federal law of UAE.

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- i. In full amount of Contracts gained as a result of the use of this document where the value of the Contract is more than AED 1,000,000;
- ii. AED 1,000,000 where no contract is received or where the value of the contract is less than AED 1,000,000 or;
- iii. Where so submitted, the amount awarded as per the selected judicial authority.



Liability & Limitation of Liability

Except where Intertec services are proposed, Intertec assumes no liability for the Product proposed under this agreement. All claims of the Client are to be made to the Principal directly and are provided for by the Principal directly to the Client. Intertec will extend its full support to the Client to raise any claims to the Principal.

In case of services or Products proposed by Intertec, the aggregate liability of the Intertec will be limited upto the amount paid under the respective Purchase Order/Contract during the 12 month period before the liability arose.

Intertec will not be liable for indirect, special, incidental, consequential, punitive, or exemplary damages, or damages for lost profits, revenues, business interruption, or loss of business information, even if it knew that such damages were possible.



APPENDIX A – ABOUT INTERTEC

Our vision: To be a global player in the areas of ICT software and managed services, admired by its employees, customers, partners and competitors.

Intertec Systems, Dubai-headquartered since 1991, is a regional specialist in providing IT solutions and services with local offices in 5 countries and customers across 18 countries in MENA & India. Customers include Government, Banking, Large Enterprise, Insurance, Retail, Healthcare, and more. There is a commitment to be Innovative, Responsive, Reliable and Supportive towards our customer’s business & strategy. Intertec is aligned with global best practices in ISO 9001, PMI, ITIL, ISO 20000, ISO 27001 and MSP; continuously invests in systems and processes to improve quality of customer engagements. We are recognized for our business ethics, creativity, flexibility and capability.

27 Years in UAE	91% Customer Satisfaction Score	~500 Employees	18 Countries Served
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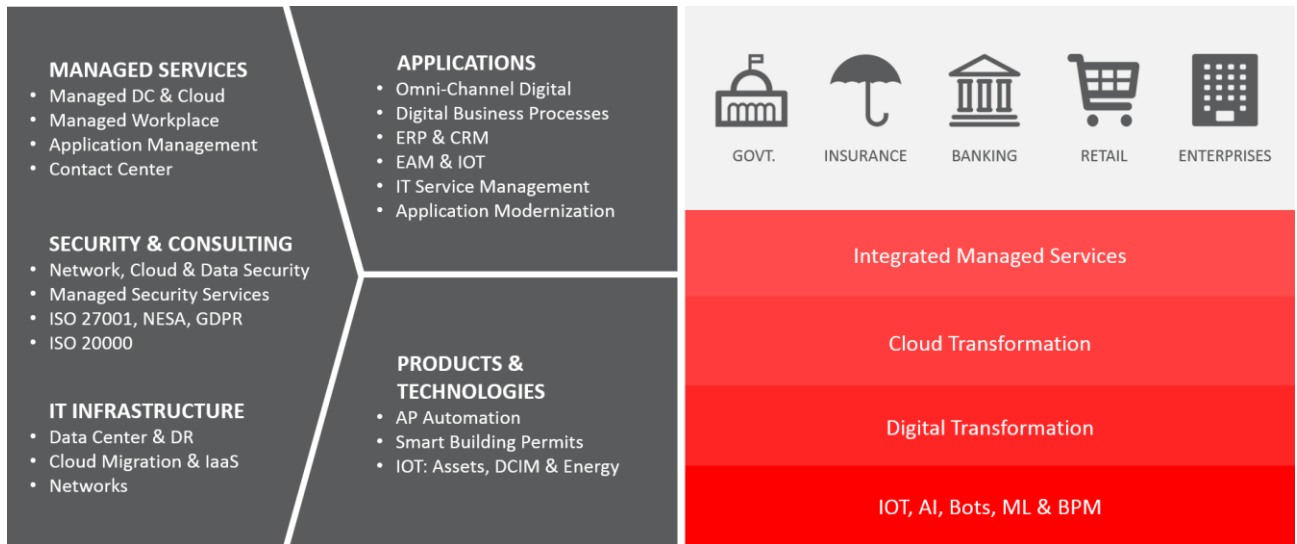
Global Customers: Organizations from Government, Financial Services, Large Corporate, Retail, Healthcare, Real Estate, Hospitality and Facilities Management trust Intertec.

Public Sector	Financial Services	Large Enterprise	Healthcare & Pharma	Hospitality & Real Estate



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Key Technology & Service Practices



Key Alliances

The company has developed a powerful network of technology alliances with industry leaders.






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Awards & Recognitions

- **HPE:** Growth Partner of the Year 2017 UAE
- **Ivanti:** Best Growth Partner Middle East 2016
- **Cisco:** Best Growth Partner 2016
- **Cisco:** UAE Commercial Partner of the Year 2016
- **F5:** Best Growth Partner 2016
- **Fortinet:** Best Growth Partner of the Year 2016
- **Infor:** Best EAM Growth Partner in Europe, Middle East & Africa
- **Cisco:** Best Global Commercial Partner (Finalist)
- **TrendMicro:** Best Partner – Endpoint
- **HP:** EG Emerging Partner of the Year – Middle East
- **HP Software:** Emerging Partner
- **GEC Award 2017:** Best Managed Services Provider
- **Palo Alto Networks:** Best Growth Partner 2016
- **Ministry of Finance:** Best Vendor
- **National Transport Authority:** Best Vendor
- **CPI:** Top 20 Systems Integrators in GCC
- **ITP:** Top 16 Systems Integrators in GCC
- **Frost & Sullivan:** Best Hosted Contact Center for Tata Communications
- **Reseller ME::** Best Infrastructure Solutions & Best Infrastructure Integrator
- **ACN:** Best Healthcare Implementation to DHA for Managed Services
- **DHA:** Strategic IT Partner

Local Offices

We have local offices in 5 countries as follows:

UAE (HQ) 	India 	Oman 	Bahrain 	KSA 
Dubai Abu Dhabi	Mumbai Bangalore	Muscat	Manama	Riyadh

Corporate Governance

Intertec is globally managed by an experienced leadership team. Corporate governance is reviewed by the Board of Directors. We stand by our reputation for:

- Corporate Ethics & Transparency,
- Policies and Governance, and
- Commitment & value creation with all our stakeholders – customers, partners and suppliers.

For more information, please visit www.intertecsystems.com.

For feedback on our services, please emails us at Appreciations@intertecsys.com or Complaints@intertecsys.com